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| Job Title: | Internship Description | | Job Category: | Front Desk |
| Department: | Front Office | |  |  |
| Location: | 18421 N Creek Dr.  Tinley Park, IL 60477 | | Travel Required: | N/A |
| Level/Salary Range: | School Credit/With potential permanent employment | | Position Type: | Intern |
| HR Contact: | Norma Oliveros | |  |  |
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| Applications Accepted By: | | | | |
| Fax or E-mail:  (708) 614-9222 or [norma@akhospitality.net](mailto:norma@akhospitality.net) | | Mail:  Norma Oliveros  Wingate by Wyndham in Tinley Park  Tinley Park, IL 60477 | | |
| Job Description | | | | |

* Fully perform all front desk operations, including such tasks as checking guests in and out; answering any inquiries
* Answer in house and outside calls; sell the hotel by taking reservations as well as upselling
* Taking sales leads to prospect clients for wedding block, business meeting blocks or family reunions
* Enhance customer service skills by interacting with Hotel guests in different reals of the hotel
* Gain understanding of the over the housekeeping operations by directly observing and participating in the tasks of the department
* Learn how the hotel utilizes its conference and meeting rooms and how the hotel develops and sustains relationships with clients, by directly observing and participating in the process
* Gain a familiarity of the various amenities the hotel provides, and the local area to help with recommendations for out of town guests
* Demonstrate leadership skills by working independently, direct handle guests issues and complaints
* Report any issues and contact the appropriate department or outside vendor
* Directly interact with outside vendor and be able to direct them to the appropriate department