



Internship for students of Hotel Management School in Switzerland 100%
6 months Hotel, Holiday-Apartments and Restaurants

Hotel Falken is managing a city hotel with 15 rooms, 6 holiday apartments and 2 FONDUE HOUSEs in the pedestrian area in the beautiful old city of Lucerne.

We offer an **internship position** for current students of Swiss hotel management schools as: **mixed hotel-gastro management activities** Reception, administration and restaurant service Between 10:00 – 23:00 in split or late shift - in average 43.5h/w, 2 day off/w

Entry as soon as possible or in November 2018, for 6 months – 1 Student
and
Entry from 1st of January 2019 – 1 Student

Students will learn **practically**:

- **Reception / Front Office for Hotel, Holiday Apartments and F&B Service Restaurants – the main workplace in Hotel Falken entrance area:** check in, check out, guests contacts, correspondence and reservation controls through telephone, emails and web agency's extranet-portals in English and basic German.
- **Information technology:** in Property Management System PMS and controls with Channel-Yield Manager with Booking.com, HRS, Expedia and further agencies.
- **Controlling:** inventory/availability, sales price, credit card number and confirmations in channel-manager and web agency's extranet-portals.
- **Administration of payment transactions:** credit cards, invoice and cash income in MS-Excel
- **Administration of business correspondence:** delivery-paper/invoice from supplier/agencies/business partners and archiving.
- **Coordination:** linens service textiles and repair with intern staff in housekeeping, repair and kitchen
- **Communication:** with local/international guests and suppliers and business partners
- **Reporting:** writing activities, incidents and presentations
- **Analysis:** of business performance in web agency's extranet-portals and MS-Excel
- **Marketing:** collecting contact address of business partners. Activities for SNS and direct marketing.
- **Assistance:** of the top management as junior secretary
- **Excellent food and beverage - à la carte services** in the Swiss restaurant with dynamic excellent guest communication
- **Banquet manager:** for the international tour operation guests like KUONI, G2, JTB, Miki-Travel and further agencies.
- **Quality management / Mise-en-Place:** for hotel equipment/facilities, restaurant and kitchen
- **Instructing new students:** at the reception and restaurants
- **Problem-solving, Sales- and Management skills**

You are independent, have enough skills of PC (Word, Excel, Outlook), **German language** at least A2 Level? This internship position is recommended for students who want to experience various business cases and run their own hospitality business in the near future.

If you are interested please contact administration Hotel Falken – office@hotel-falken.ch

Hotel Falken Luzern / FONDUE HOUSE LUZERN / FONDUE HOUSE DU PONT

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www.hotel-falken.ch / www.fondue-house.ch