

JOB HIGHLIGHTS:

Internship in Koko Star (Front Office) team

Position of Supervisor for Intern: (Resident Master, Assistant Resident Master)

Qualifications:

- Thai National Only, Male/Female
- Having status in university 3rd and 4th Year student.
- Have approval from University/College to work with cover letter from university with signature of advisor from university.
- Having passion to learn new things from Start-up business atmosphere with Friend and Family culture.
- Can be intern for at least 3 months (Accept intern of work any season of year)
- Having strong attitude to work.
- Positive attitude, Self-development mind-set, strong service mind, patient, leadership, flexible and multi-tasking skills.
- Punctuality and team work with creativity.
- Very good in both verbal and written communication in Thai and English and inter-personal skill.
- Proficient in general computer knowledge would be prefer.

Condition:

- Normally, working 5 days per week with 8 hours + 1 hours for lunch break (May have opportunity to work outside office to join some event, May have some opportunity to work in weekend or as per property shift roster assignment)
- Require: Resume with photo and current education transcript Internship cover letter from university (จดหมายขอความอนุเคราะห์จากทางมหาวิทยาลัย), University Evaluation form (แบบประเมินจากทางมหาวิทยาลัย)
- Application form for apply for intern from Kokotel (HR team will send to candidate)
- Able to terminate internship status if intern make violence issue or having misbehavior issue
- May request to be promoted as internship ambassador for Kokotel Thailand and will assigned to report with HR
- Will directly report between Department's Supervisor and HR Team of Kokotel Thailand

Things to learn:

- Learn and practice for all task of Koko Star position.
- Assist all task assign by RM, ARM and Koko Star.
- Provide a good hospitality service with Kokotel Service Standard.

Responsibilities:

- Prepare guest Registration card and check special request via email and booking.
- Assists in preregistration and blocking of rooms assignment.
- Uses proper telephone etiquette, mail and message handling procedures.
- Assist Koko Star to sell rooms, food and beverage and to promote other services of the hotel.
- Assist to manage café set up and its service operation within the café including food and beverage.
- Practice and understand and adheres to proper credit, cashier, cash handling policies and procedures.
- Coordinates room status updates with housekeeping as well as kitchen operations.
- Reports any unusual occurrences or requests to Resident master or assistant master.
- Knows all safety, emergency procedures and accident prevention policies.
- Maintains the cleanliness and neatness of the front desk and café area.
- Adhere to grooming and appearance standards consistently.
- Understands and can communicate products and services available at the hotel.
- Assist Koko Star to Print and close the shift on PMS/ POS.
- Responsible for achieving and exceeding the guest satisfaction and following the standard operating procedures.

What will we provide for intern:

- Reasonable evaluation for intern
- Certificate of completion
- Opportunity to have experience to work in Friend and Family working atmosphere with Japanese CEO
- Suggestion from HR Team