

# ARMANI

Hotel Milano

## **FRONT SERVICE AGENT INTERN (BELLMAN)**

Armani Hotel Milan is looking for a Front Service Agent Intern to join our Lifestyle Department (Front Office).

We are looking for a candidate who has a passion for delivering great customer service and excellent communication skills.

### **MAIN RESPONSIBILITIES**

- Welcome guests upon arrival to the Hotel in a courteous and prompt manner;
- Deal with guests' requests and needs efficiently and effectively;
- Ensure a high quality to guests and visitors at all times, understanding and anticipating their needs and exceeding their expectations;
- Support to the team in complaint management;
- Provide information to guests relating to the structure and the city of Milan;
- Manage the bookings of transfers and taxis;
- Coordinate the operational tasks with the Lifestyle team regarding check-in and check-out;
- Manage the baggage and shopping bags delivery service according to the expected quality standards.

### **QUALIFICATIONS AND EXPERTISE**

- Reading, writing and oral proficiency in English and Italian;
- Excellent communication and organization skills;
- Working computer skills and knowledge;
- Able to work calmly and confidently under pressure.

Applicants must hold legal authorization to work in Italy at the time of application.

### **GENERAL INFORMATION**

Type of work: Stage

Locality: Milan, Italy

Department: Lifestyle

Languages: English, Italian

Start Date: September 2020

Duration: 6 months