

ARMANI

Hotel Milano

GUEST RELATIONS INTERN

Armani Hotel Milan is looking for a Guest Relations Intern to join our Food & Beverage Department.

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

MAIN RESPONSIBILITIES

- Check guest reservation book and track the occupancy chart;
- Greeting guests upon arrival and guiding them to tables according to their preference;
- Answer telephones according to internal standards and take reservations or provide information regarding the restaurant or any other Hotel service;
- Anticipate guests' needs and respond accordingly to their inquiries or issues;
- Recognize regular guests by name and utilize the guest's name consistently;
- Inspect and maintain daily menus to ensure quality, condition and appearance while developing a complete working knowledge of all menu items and daily specials;
- Helping out with other positions in the restaurant as needed.

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: Food & Beverage

Languages: English, Italian

Start Date: September 2020

Duration: 6 months