INTERNSHIP OPPORTUNITY

Front Office Assistant

Type of Vacancy : Internship

Preferred education level (s) : Diploma

Preferred Major (s) : Mass communication

Organization details :

Company : 1975 Avenue & Hotel
Website : https://www.1975.com.my/
Address : 1975 Avenue & Hotel, No 1, Jalan Kempas Lama / Jalan Kempas Lama 2, 81300 Johor Bahru, Johor Darul Ta'zim, Malaysia

Job Responsibility :

1) **Guest Service & Front Desk Operations**
   - Welcome guests upon arrival and assist with check-in and check-out procedures.
   - Handle guest inquiries, reservations, and room assignments accurately.
   - Provide information on hotel facilities, services, and local attractions.
   - Attend to guest requests and ensure timely follow-up for service recovery if required.
   - Manage telephone calls and messages in a professional manner.
2) **Administrative & System Duties**
   - Operate the Property Management System (PMS) accurately for bookings, billing, and night audit support.
   - Handle cash, credit transactions, and maintain accurate shift reports.
   - Assist with daily room status updates and coordinate with Housekeeping and other departments.
   - Monitor guest accounts, special requests, and VIP listings.
3) **Coordination & Communication**
   - Liaise with other departments to ensure guest requests are fulfilled promptly.
   - Report any irregularities, maintenance issues, or guest concerns to the Duty Manager.
   - Support Front Office operations during peak periods or staff shortages.
4) **Safety & Security**
   - Follow all hotel safety, security, and emergency procedures.
   - Maintain confidentiality of guest information and ensure compliance with hotel policies.

Job Requirements and Qualifications :

1) **Qualifications & Requirements**
   - Diploma or Certificate in Hospitality or related field preferred.
   - Minimum 1 year of hotel front office experience (fresh graduates may be considered).
   - Good communication and interpersonal skills.
   - Proficient in PMS/Opera or similar systems.
   - Able to work shifts, weekends, and public holidays.
   - Customer-oriented with a positive, professional attitude.
2) **Key Competencies**
   - Excellent customer service
   - Communication skills
   - Attention to detail
   - Problem-solving
   - Multitasking
   - Teamwork

Benefits :

✓ Internship Allowance

Person-in-charge :

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