

1. DETAILS OF THE COLLABORATING INSTITUTION

Department:	Reception and bookings	Company field:	Hotel & restoration
Position available:	Receptionist	Location:	Valencia city centre
Size of the company: LARGE Less than 15 workers / Between 15 and 35 / Between 35 and 100 / More than 100 workers x			
Company profile: This four star hotel belongs to a widely acknowledged net of International Hotel Groups. It is known for its high quality of services and customers' satisfaction. The hotel is located in the city centre, and includes its own restaurant, swimming pool, and gymnasium. It is staffed by International personnel, which means that collectively, over 8 languages are spoken by the staff			

2. DETAILS OF THE INTERNSHIP PROGRAM

Dates available:	any	Minimum length:	12- 36 weeks
Nº of hours at week:	40	Schedule:	9- 17 or 11-19 from Monday to Friday
Language required 1:	English	Language required 2:	Spanish
Amount provided:	No	Number of posts:	1

Studies required: **Studies related with tourism or linguistics.**

Job description:
All tasks connected with a receptionist work, clients attendance, check-in and check-out, providing information, dealing with complaints. The intern will learn to operate the program Fidelio one of the most used in the hotel management and also techniques of the clients attendance, sell of rooms, generation of reports, and issuing invoices. It is expected that the intern will be well incorporated into the staff and form its part. The established standards of work are in force in all the hotels belonging to the Hotel Chain therefore providing the intern with skills and knowledge allowing for work in either of the hotels belonging to this net.