



Job Description – Customer Experience Intern

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Position Title: Customer Experience Intern

Department: Customer Service and Guest Relations

Reports To: Customer Support Representative / Head of Customer Service and Guest Relations

Version: 1.0

Job Overview

The Customer Experience Intern supports the customer service and guest relations teams in enhancing overall guest satisfaction and maintaining Grand Royale Group's reputation for premium hospitality. This entry-level role provides practical exposure to guest communication, feedback management, and service improvement processes.

Key Responsibilities

Guest Interaction and Support

- Assist in responding to guest enquiries through email, phone, and in-person interactions.
- Support the reservations and customer support team in handling bookings and special requests.
- Help document guest feedback and suggestions for service improvement.
- Learn to resolve basic guest issues with empathy and professionalism.

Feedback and Experience Management

- Collect and summarise guest feedback using approved templates.
- Assist in tracking and analysing service trends and satisfaction scores.
- Help implement feedback-based initiatives to enhance guest experience.
- Support communication of guest satisfaction reports to department heads.





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Operational Coordination

- Liaise with housekeeping, F&B, and front office teams to follow up on guest requests.
- Ensure consistent communication of guest preferences across departments.
- Participate in pre-event and post-event guest service briefings.
- Assist in preparing service quality checklists and performance reports.

Learning and Professional Development

- Attend training sessions on customer service and hospitality standards.
- Shadow senior team members to observe professional communication and service handling.
- Learn to use CRM and property management systems for guest tracking.
- Seek and apply feedback from supervisors to improve interpersonal and operational skills.

Qualifications and Experience

- Currently studying or recently completed Certificate III/IV or Diploma in Hospitality, Customer Engagement, or Business.
- Excellent verbal and written communication skills.
- Strong interpersonal and problem-solving abilities.
- Basic computer literacy (Microsoft Office, CRM systems).
- Prior customer service or hospitality experience (preferred but not required).

Skills and Competencies

- Professional communication and active listening.
- Ability to multitask in a fast-paced environment.
- Teamwork and collaboration.
- Strong attention to detail and guest empathy.
- Positive attitude and willingness to learn.

Working Conditions

This internship is based at Grand Royale Group's customer service offices or hospitality venues across the Gold Coast, Queensland. Shift flexibility may be required, including weekends and public holidays, depending on operational demands.





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Key Performance Indicators (KPIs)

- Guest Satisfaction Rating (target: $\geq 90\%$).
Response Time to Enquiries (target: ≤ 2 minutes for calls / ≤ 1 hour for emails).
- Complaint Resolution Efficiency (target: 100% within 24 hours).
- Feedback Documentation Accuracy (target: 100%).
- Collaboration and Communication Score (target: $\geq 95\%$).
- Supervisor Evaluation Rating (target: $\geq 90\%$).

Company Values and Culture

Grand Royale Group values empathy, professionalism, and innovation in guest experience management. The organisation fosters a supportive environment where interns gain hands-on exposure to customer service excellence and contribute to maintaining the brand's reputation for high-quality hospitality.

Career Path

This internship provides opportunities for progression into roles such as Guest Relations Officer, Reservations Executive, or Customer Experience Coordinator within Grand Royale Group or other leading hospitality organisations.

