



Job Description – Event and Hospitality Intern

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Position Title: Event and Hospitality Intern

Department: Events and Venue Management

Reports To: Event Coordinator / Event Manager

Version: 1.0

Job Overview

The Event and Hospitality Intern supports the events team in coordinating, setting up, and delivering successful events and functions across Grand Royale Group's venues. This role offers hands-on experience in event planning, customer service, and hospitality operations, helping interns develop a foundational understanding of event logistics and guest experience management.

Key Responsibilities

Event Coordination Support

- Assist in the setup, execution, and pack-down of events and functions.
- Support the Event Coordinator in liaising with clients, suppliers, and internal teams.
- Prepare signage, seating arrangements, and guest materials.
- Ensure all event areas meet presentation and safety standards.

Guest and Client Service

- Greet and assist guests upon arrival and throughout events.
- Provide information on event schedules, facilities, and services.
- Handle basic guest enquiries and refer complex matters to supervisors.
- Support the catering and service teams in maintaining smooth operations.

Operational and Administrative Support

- Assist with event documentation, bookings, and scheduling tasks.
- Maintain accurate event setup checklists and feedback forms.
- Learn to use event management and booking systems.
- Contribute to post-event debriefs and report preparation.





Learning and Development

- Participate in training on event setup, safety, and customer service.
- Observe and learn from experienced coordinators and supervisors.
- Apply feedback to improve event execution and communication skills.
- Gain exposure to marketing, sales, and operational aspects of event management.

Qualifications and Experience

- Currently studying or recently completed Certificate III/IV or Diploma in Events, Hospitality, or Business.
- Excellent communication and interpersonal skills.
- Strong attention to detail and organisational ability.
- Enthusiasm for teamwork and customer service.
- Previous experience in hospitality, service, or event setup (preferred but not required).

Skills and Competencies

- Time management and ability to multitask.
- Professional presentation and guest interaction skills.
- Flexibility and adaptability in dynamic event environments.
- Initiative and willingness to learn new systems and procedures.
- Reliability, punctuality, and a proactive mindset.

Working Conditions

This internship is based across Grand Royale Group's event venues and hospitality sites in Gold Coast, Queensland. The role involves flexible hours, including evenings, weekends, and public holidays, depending on event schedules. Some physical activity such as lifting and setting up equipment is required.

Key Performance Indicators (KPIs)

- Event Setup Accuracy (target: 100% adherence to layout and checklist).
- Client and Guest Satisfaction Score (target: $\geq 90\%$).
- Response Time to Supervisor or Client Requests (target: ≤ 5 minutes average).
- Team Collaboration and Reliability Rating (target: $\geq 95\%$).
- Punctuality and Attendance (target: 100%).
- Safety and Compliance Adherence (target: 100%).





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Company Values and Culture

Grand Royale Group values teamwork, initiative, and professionalism in every aspect of event delivery. The organisation fosters an inclusive learning environment where interns gain practical experience while contributing to the success of memorable events.

Career Path

This internship provides pathways into roles such as Event Coordinator, Venue Attendant, or Sales and Events Executive within Grand Royale Group or other leading hospitality organisations.

