



Job Description – Front Office Trainee Reception Intern

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Position Title: Front Office Trainee / Reception Intern

Department: Operations and Front Office

Reports To: Front Office Manager / Rooms Division Manager

Version: 1.0

Job Overview

The Front Office Trainee / Reception Intern assists the front office team in delivering exceptional guest service, ensuring efficient check-in and check-out processes, and maintaining smooth day-to-day reception operations. This role provides hands-on learning in guest relations, reservation handling, and communication, forming a foundation for a future career in hospitality management.

Key Responsibilities

Guest Services and Reception Support

- Greet and welcome guests with professionalism and warmth.
- Assist with guest check-ins, check-outs, and room allocations under supervision.
- Handle guest enquiries courteously, both in person and over the phone.
- Maintain accurate records of guest information and reservations.

Administrative and Operational Support

- Assist in daily front desk operations, including filing and data entry.
- Support the preparation of reports and guest lists for upcoming arrivals.
- Learn to use the property management system (PMS) to manage bookings and guest profiles.
- Coordinate with housekeeping and maintenance teams for guest requests and room readiness.

Communication and Coordination

- Liaise with other departments to ensure seamless guest experiences.
- Maintain professional and polite communication with internal and external stakeholders.
- Provide support for guest transport, tour bookings, and general enquiries.
- Assist in updating guest information, feedback, and preferences in the system.





Learning and Development

- Participate in front office training sessions and shadow senior team members.
- Learn company policies, brand standards, and guest service procedures.
- Apply feedback from supervisors to improve performance and confidence.
- Demonstrate initiative in **learning** hospitality operations and technology.

Qualifications and Experience

- Currently studying or recently completed Certificate III/IV in Hospitality, Business, or Tourism.
- Strong communication and interpersonal skills.
- Basic computer literacy (MS Office, email, and data entry).
- Professional grooming and a positive attitude.
- Previous customer service experience (preferred but not required).

Skills and Competencies

- Friendly and confident communication style.
- Attention to detail and accuracy in administrative tasks.
- Ability to multitask in a dynamic environment.
- Teamwork and willingness to learn.
- Punctuality, reliability, and strong work ethic.

Working Conditions

This is an entry-level training role based at Grand Royale Group's hotels and hospitality venues in Gold Coast, Queensland. The role may involve rostered shifts, including weekends and public holidays. Uniform and grooming standards apply in accordance with company policy.

Key Performance Indicators (KPIs)

- Guest Satisfaction Rating (target: $\geq 90\%$).
- Check-In and Check-Out Efficiency (target: within 5 minutes per guest).
- Communication Accuracy and Professionalism (target: $\geq 95\%$).
- Response Time to Guest Requests (target: ≤ 3 minutes average).
- Attendance and Punctuality (target: 100%).
- Adherence to Brand and Service Standards (target: $\geq 95\%$).





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GROUP

Company Values and Culture

Grand Royale Group values professionalism, courtesy, and attention to detail. As part of the front office team, trainees are expected to uphold the brand's hospitality standards while developing the confidence and skills needed for future leadership roles in the industry.

Career Path

This internship provides pathways into permanent roles such as Guest Service Agent, Front Office Supervisor, or Duty Manager within Grand Royale Group or other leading hospitality establishments.

