



Job Description – Hospitality Intern

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Position Title: Hospitality Intern

Department: Various (Front Office, Food & Beverage, Events, Housekeeping)

Reports To: Department Supervisor / Training Manager

Version: 1.0

Job Overview

The Hospitality Intern provides support across multiple operational departments within Grand Royale Group's hotels, restaurants, and event venues. This role offers practical learning and exposure to real-world hospitality operations, allowing the intern to gain skills in customer service, teamwork, and workplace professionalism. The position is ideal for students or recent graduates seeking hands-on experience in the hospitality industry.

Key Responsibilities

Operational Support

- Assist in day-to-day operations across assigned departments.
- Support front office, food and beverage, housekeeping, or event teams as required.
- Observe and learn hospitality service standards and guest interaction procedures.
- Assist with setup, service, and post-service duties under supervision.

Customer Service

- Greet guests courteously and provide assistance when requested.
- Maintain a professional and friendly attitude in all interactions.
- Support the delivery of exceptional guest experiences.
- Report guest feedback to supervisors for continuous improvement.

Learning & Development

- Participate in on-the-job training, mentoring, and workshops.
- Gain understanding of health, safety, and hygiene standards.
- Observe company policies, grooming standards, and workplace conduct.
- Maintain a learning log and seek feedback for skill improvement.





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Teamwork & Administration

- Work collaboratively with team members in daily operations.
- Assist with basic administrative tasks when required.
- Uphold confidentiality and professionalism in all duties.
- Contribute to maintaining a clean, organised, and safe work environment.

Qualifications and Experience

- Currently studying or recently completed a Certificate, Diploma, or Degree in Hospitality, Tourism, or related field.
- Strong communication and interpersonal skills.
- Enthusiastic attitude and willingness to learn.
- Basic computer and customer service skills.
- Previous work experience or placement in hospitality (advantageous but not required).

Skills and Competencies

- Positive attitude and adaptability.
- Eagerness to learn and develop practical skills.
- Team-oriented and cooperative approach
- Time management and reliability.
- Professional presentation and grooming.

Working Conditions

This is a temporary internship or placement role based at Grand Royale Group properties in Gold Coast, Queensland. The role may include rostered shifts, including weekends or evenings, depending on operational needs.

Key Performance Indicators (KPIs)

- Completion of assigned training objectives.
- Demonstrated improvement in skills and knowledge.
- Feedback from supervisors and guests.
- Punctuality and professionalism.
- Adherence to company standards and procedures.





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Company Values and Culture

Grand Royale Group values learning, collaboration, and service excellence. The organisation provides a supportive environment for interns to develop their skills and gain valuable exposure to luxury hospitality operations.

Career Path

Successful interns may be considered for future employment opportunities within Grand Royale Group, including entry-level roles such as Guest Service Agent, Food and Beverage Attendant, or Housekeeping Assistant.

