

Please note that the following internship descriptions are property of Internships Thailand and are for example purposes only. They are primarily designed to give interns an idea of typical tasks/training provided in the different areas. INTERNSHIPS THAILAND does not guarantee internships will be exactly as per the sample internship descriptions. Every Internship will vary depending on the hotel/organisation, the intern's ability, duration of internship as well as location.

F&B Intern (Management Trainee)

INTERNSHIP DESCRIPTION

Job Title: F&B Intern (Management Trainee)

Department: F&B Department

Reports to: F&B Manager / Director

General Mission

To support the F&B Management team to manage and supervise the administration, restaurants and Bars as an independently profitable unit and set performance standards for guest service and to oversee guests dining experience.

Responsibilities and Means

1. Maximizes profitability of the restaurant by increasing turnover and controlling costs. Establishes guest service standard that meet the needs of the target market and are in line with the operating concept of the F&B department.
2. Ensures all operating standards comply with company policies.
3. In charge of the internal merchandising, advertisement and external marketing publication for the F&B in coordination with the F&B team designed.
4. Monitors and analyzes menus and products of competitive restaurants.
5. Provides recommendation to the F&B team regarding future plans and changes.
6. Help to selects & recruits employees with the coordination of the F&B Manager / Director.
7. Plans training programs for the F&B staff.
8. Ensures that the restaurant and kitchen are prepared for service.
9. Prepares staff schedule as per needs of the F&B.
10. Assists with inventory check of operating equipment.
11. Handles guest complaints and follows up.
12. Inspects the physical condition of furniture and decorations.
13. Liaises with the Coordinator for maintenance problems and cleaning.
14. Reviews the revenue and expense statement with the cashiers.
15. Holds periodic meeting to review procedures.
16. Train the F&B staff and instruct on best methods to provide superior service.
17. Ensures the tidiness & cleanliness of the F&B staff.
18. Provides good morale in the section.
19. Evaluates all personnel in the F&B.
20. Ensures the general upkeep of the stations and the maintenance of its accessory equipment during assigned shift.
21. To be aware of competitors activities and report to the F&B Manager / Director.
22. To be familiar with F&B environment and apply to company standards.
23. Performs other duties as assigned by the F&B Manager / Director.

Administrative Responsibilities

1. Checks and ensures the timely submission of the daily F&B inventory and par report, against restaurant or bar sales report at the end of each shift.
2. Conducts daily briefing and de-briefing for functions assigned.
3. Prepares effective duty roster to ensure sufficiency of manpower in accordance with volume of business.
4. Establishes two way communications between administration, service & kitchen.
5. Communicates effectively with guests, subordinates, immediate superior and other section Directors.
6. Prepares daily cover count and revenue report for the F&B and in case of any function as group, MICE, banquet, wedding, etc.

7. Make a daily F&B briefing, with report of the past day and program of the day.
8. Administer personnel action, on leaves, overtime requests, disciplinary action and commendation.
9. Identifies and solves problems in the F&B in a professional manner.
10. In collaboration with the Outlets Managers, conducting month-end inventory of beverage supplies, operating supplies, food supplies and operating equipment.
11. Reports to the F&B manager/Director and controls breakage and losses.
12. Implements cost savings procedures in electricity, operating supplies and other controllable costs in relation to service operation.

Operational Responsibilities

1. Knows and understands the job description of all positions in F&B overall: functions, service & bar, capable of performing the tasks as required.
2. Knows and understands all the F&B policies and procedures in service & Kitchen.
3. Recognizes good quality products and presentation.
4. Directs all efforts in the service to maintain all service standards established by the restaurants & bars.
5. Follows up in the implementation of truth in menu and advertising.
6. To be knowledgeable on first aid, safety and security procedures.
7. To be knowledgeable in wine service and bartending.
8. Follows control procedures in F&B cost and cashiering.
9. Promotes guest satisfaction in the outlets.
10. Maintains grooming standards for all service personnel in the outlets.
11. To be capable of receiving and handling function bookings as banquets equeries and other special arrangements.
12. Knows the requisition point and par stock level for beverage supplies, food supplies, guest supplies, and bar supplies.

Commercial Responsibilities

1. Communicates effectively with guest, clients, government officials and other important individuals to ensure satisfaction in service and product.
2. If requested participate and attends seminars, external meetings, community projects related to the F&B, restaurant & Bars industry to improve company image and for the product and service update.

Human Resources Responsibilities

1. Coaches and counsels Restaurant & Bar Managers, supervisors, captains, waiters, waitress, bartenders, etc.
2. Evaluates objectively the performance of all F&B staff.
3. Conducts on-the-job training for F&B staff.
4. Motivates staff to grow within the F&B department.
5. Communicates openly with the service personnel and keeps them informed of all important information to assist them in their jobs.

Relations

1. Reports to F&B Manager/Director.
2. Directs and supervises the activities of the F&B department.
3. Coordinates with Executive Chef for function details, special arrangements and other activities in the F&B department.
4. Interacts with clients, guests, government officials, suppliers and other important individuals in the community in promoting the F&B outlets and the Hotel.

Sales & Marketing Intern (Management Trainee)

INTERNSHIP DESCRIPTION

Job Title: Sales & Marketing Intern
Department: Sales & Marketing Department
Reports to: DOS / Sales & Marketing Manager / Director or Assistant DOS

General Mission

To support the Sales & Marketing team to manage and supervise the Sales, administration, promotion, PR, as an independently profitable department and set performance standards for Sales & Marketing strategies.

Responsibilities and Means

1. Handles correspondence written and handed by Supervisor(s) to post, fax, or email. and record accordingly.
2. Assists the Sales & Marketing Director/Manager in handling booking enquiries with final approval from the DOS, Sales & Marketing Director/Manager or Asst. DOS.
3. Duplication and distribution of contracts, memos, and other office documents.
4. Assists in market research on competition, market share, projects, pricing and promotions, etc. as assigned by the Corporate & Yield Manager or Senior Marketing Executive.
5. To maintain the Marketing Department inventory on hotel brochures, MICE, Sales kits, etc., and to ensure there is enough available on the stock – in coordination with the Secretary of Sales & Marketing. To assist in the sending of Hotel promotional tools (brochures, flyers, etc.) as listed in the marketing master mailing.
6. list, data base and to complete task on the due date presented by the DOS, Sales & Marketing Director/Manager or Asst. DOS or Director of Marketing
7. To reply to any requests with regards to hotel information and internal communications.
8. Performs other related duties as assigned with approval from the Sales & Marketing Director/Manager/.
9. Help to manage and coordinate all marketing, advertising and promotional staff and activities.
10. Assist to conduct market research to determine market requirements for existing and future products.
11. Analysis of customer research, current market conditions and competitor information.
12. Develop and implement marketing plans and projects for new and existing products.
13. Assist manage the productivity of the marketing plans and projects.
14. Monitor, review and report on all marketing activity and results.
15. Determine and manage the marketing budget
16. Deliver marketing activity within agreed budget
17. Develop pricing strategy
18. Liaison with media and advertising

Administrative Responsibilities

13. Conducts daily briefing and de-briefing for Sales & Marketing.
14. Prepares effective duty roster to ensure sufficiency of manpower in accordance to volume of business.
15. Establishes a correct overall communications with all departments in the Hotel.
16. Communicates effectively with guests, subordinates, immediate superior and other department Directors/managers.
17. Prepares daily cover count marketing documents to promote the Hotel.
18. Collect editorials, add, and other kind of marketing promotion where the hotel is exposed.
19. Make a daily sales & marketing briefing, with report of the past day and program of the day.
20. Administer personnel action, on leaves, overtime requests, disciplinary action and commendation.
21. Identifies and solves problems in the sales & marketing in a professional manner.
22. In collaboration with the sales & marketing team, conducting month-end inventory of flyers, documents, stock.
23. Reports to the DOS, Sales & Marketing Director/Manager or Asst. DOS for any missing material or lost.

Commercial Responsibilities

3. Communicates effectively with guests, clients, government officials and other important individuals to ensure satisfaction in service and product.
4. If requested, participate and attend seminars, external meetings, community projects, meetings related to the sales & marketing of the Hotel and improve the Hotel image.

Human Resources Responsibilities

6. Coaches and counsels other staff in the sales & marketing department.
7. Evaluates objectively the performance of all in sales & marketing.
8. Motivates staff to grow within the sales & marketing department.

Relations

5. Reports to the DOS, Sales & Marketing Director/Manager or Asst. DOS
6. Directs and supervises the activities of the sales & marketing department.
7. Coordinates most with F&B and also with other departments for all events, functions, special arrangements and other activities in the Hotel.
8. Interacts with clients, guests, government officials, suppliers and other important individuals in the community in promoting the Hotel.

Front Office Intern (Management Trainee)

Front Office

INTERNSHIP DESCRIPTION

Job Title: FO Intern (Management Trainee)

Department: Front Office Department

Reports to: Front Office Manager

General Mission

Responsible for the reception desk, carrying out general administration duties and will be required to assist with the day to day running of the front Office department. Provide a friendly welcome and high-quality service over the phone and on the guests' arrival to the hotel, deal with the demands on the front desk, find suitable solutions to meet customers needs depending on the possibilities available at the hotel. Carryout all necessary operations when guests arrive and depart (check-in/ check-out).

Responsibilities and Means

1. To carry out the day to day administration of the front office, including answering telephones, emails, the distribution of post, emails.
2. To answer queries from guests, referring them to contact points at which they can obtain further information.
3. Liaise with other departments regarding matters arising: eg. Security, Housekeeping, Engineering, accounting, F&B, etc
4. Report to Front Office Manager any maintenance that needs attention at the Lobby.
5. Escort the guest to the room and explain all hotel and room's facilities.
6. Following through these maintenance issues when required.
7. Work on a roster basis of 5 days but spread over a 7 day period.
8. Supervise day-to-day running of the front office.
9. Participate in training of staff in all areas: ie. computer systems, balancing of shifts, day to day operations, customer service.
10. Ensuring the delivery of high standards to guests.

11. Insuring a speedy resolution to any problems that may arise on shift.
12. Liaise with housekeeping regarding accommodation requirements.
13. Assisting with the duties of other departments if limited staff.

Technical Responsibilities

1. Knows and understands the job description of all positions in his/her department and be aware of others.
2. Knows and understands policies relating to her department and others.
3. Recognizes good quality products and presentation.
4. Checks and improves all service standards established by the company.
5. Supervises staff activities to maximize revenue and minimize costs.
6. Provides assistance to the staff when required during peak periods.
7. Maintains grooming standards for all personnel.
8. Conserves energy and water at all time by not decreasing guest comfort and cleaning efficiency.
9. Manages wastes by reducing and recycling, changing staff behavior to carefully use all resources.

Commercial Responsibilities

1. Communicates effectively with guest, clients, business partners and staff.
2. To be a good sales person to promote the Hotel and company image.

Human Resources Responsibilities

1. Provides the most effective training to all staff in his/her department regularly.
2. Motivates staff to grow within the Hotel.
3. Develops her/himself to be a better manager at all times.

Relations

1. Reports to Front Office Manager
2. Supervises activities of the departments concurred.
3. Coordinates with other service staff for all activities of the hotel.
4. Interacts with clients, guests, government officials, supplies, and other important individual in the community in promoting the Hotel and company.

Kitchen Intern (Management Trainee)

F&B

INTERNSHIP DESCRIPTION

Job Title: Kitchen Intern (Management Trainee)
Department: F&B Department Kitchen
Reports to: Executive Chef

General Mission

Under supervision of the Executive Chef, manages the operations of the kitchen in absence of and assistance with the Executive Chef or Executive Sous-chef. Oversees the preparation of food and inventory levels of the kitchen. May be responsible for scheduling and training other employees. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected.

Responsibilities and Means

1. To ensure that all chefs des parties are familiar with the day's requirements.
2. To ensure that the necessary stocks are on hand at the right quality and quantity.

3. To ensure that fair discipline is maintained.
4. To ensure that all staff are treated fairly and with commonly accepted courtesy.
5. To ensure that timetables, leave rosters and attendance registers are up-to-date.
6. To ensure that all statutory, as well as company, hygiene regulations are being strictly adhered to.
7. To ensure that all maintenance problems are timorously reported and followed up.
8. To ensure that all communications between restaurant and kitchen run smoothly.
9. To ensure that each cook receives the correct orders for the appropriate tables.
10. To ensure that each dish leaving the kitchen is checked for quality, quantity, presentation and correct temperature.
11. To ensure that the dining room/ restaurant personnel are "standing by" when delicate dishes are served.
12. To ensure that regular on-the-job training is carried out so that subordinate staffs perform their duties correctly.
13. To attend seminars and training courses assigned by the Executive Chef.
14. To further your own knowledge of management methods and principles to ensure future advancement and further upgrading in management standards for the profession as a whole.
15. Assist in the supervision of all cooking operations.
16. Assist in the supervision of all foods prepared are uniform in portion, taste, correct temperature and visual appeal.

Administrative Responsibilities

1. Acknowledges and screens daily work schedule.
2. Conducts daily briefing and de-briefing in the absence of the Executive Chef or Executive Sous Chef.
3. Proposes an effective duty to ensure sufficiency of manpower in accordance to volume of business.
4. Establishes two-way communication with related departments.
5. Communicates effectively with guests, subordinates, immediate supervisors and other section heads.
6. Manages time effectively by meeting deadlines on time.
7. Assist to administer personnel action on leaves & overtime requests, disciplinary actions and commendation.
8. Identifies and solves problems in a professional manner.

Operational Responsibilities

1. Knows and understands the job description of all positions in his/her department and be aware of others.
2. Knows and understands policies relating to his/her department and others.
3. Recognizes good quality products and presentation.
4. Checks and improves all service standards established by the Hotel.
5. Supervises staff activities to maximize revenue and minimize costs.
6. Provides assistance to the staff when required during peak periods.
7. Maintains grooming standards for all personnel.
8. Conserves energy and water at all time by not decreasing guest comfort and cleaning efficiency.
9. Manages wastes by reducing and recycling, changes staff behaviour to carefully use all resources.

Commercial Responsibilities

1. Communicates effectively with guest, clients, business partners and staff.
2. To be a good sales person to promote hotel's image and businesses.
3. Participate in community projects or activities in order to promoting the hotel's image and cooperation to improve community relationship.

Human Resources Responsibilities

1. Assist to coach and give counsels to all staff when applicable.
2. Evaluates objectively the performance of Department Head and other related staff.
3. Provides the most effective training to all staff in his/her department regularly.
4. Motivates staff to grow within the Hotel.
5. Develops him/herself to be better manager at all times.

Relations

1. Reports to Executive Chef.
2. Directs and supervises activities of the departments concurred.
3. Coordinates with other staff for all activities of the hotel.
4. Interacts with clients, guests, government officials, suppliers, and other important individual in the community in promoting the culinary experience in the Hotel.

F&B Intern (Trainee)

F&B

INTERNSHIP DESCRIPTION

Job Title: F&B Trainee (Service)
Department: F&B Department Service
Reports to: F&B Manager / Director

General Mission

Under the general guidance of the F&B Manager/Director and the service team. Serving food and beverage generating revenue, and maximizing profit within the service standards and policies established by the company leading to guest satisfaction and zero complaint.

Responsibilities and Means

1. Before service commences:
 - 1.1 Inspects tables in assigned station for cleanliness, serviceability and correct set-up.
 - 1.2 Checks and, if necessary, replenishes side-station with sufficient equipment to ensure smooth service, within the station.
 - 1.3 Arrange any buffet tables with clean linen and skirt.
 - 1.4 Checks and cleans menus, beverage lists.
2. Has a thorough knowledge of the menu.
3. Has a thorough knowledge of all equipments – crockery glassware and cutlery, used in the restaurant.
4. Knows the various napkin folds used in the restaurant.
5. Knows how to set up a table and re-set a table after use.
6. Knows how to present wine to a guest and open, in absence of the Head Waiter.
7. Has a thorough knowledge of the sequence of service and exchange cutlery, in accordance with the order taken, before the first course is served.
8. Knows which items are unavailable on the menu and which items have to be “pushed”.
9. Assists in the seating of guests arriving at the table. Greet arriving guests in a pleasant manner and begin correct sequence of service.
10. Take order faster and correctly.

11. Serves beverages to guests.
12. Fetches dishes from the kitchen and take dishes to the side station, according to instructions or under supervision of the Restaurant Manager or F&B Management and serves directly to guests.
13. To ensure always, that the correct dish is served to a guest where multiple orders have been placed.
14. During the meal, discreetly observe guests at the assigned station and offer polite, attentive service, throughout the meal.
15. Clear table after completion of each dish or, at end of meal, after all guests have finished eating dish/meal.
16. Light cigarettes and change ashtrays, as necessary.
17. Observes equipment on side station during service and replenish items when necessary to maintain standard of service.
18. Pulls chairs, for departing guests, thank them for their patronage and bid them farewell.
19. After guests depart, clear, clean and re-set the table before the next guest arrives.
20. At end of service, set-up tables and station, if required, for next meal service.
21. Check cruets and replenish as necessary.
22. Clear table accessories, to side station, as necessary.
23. Collect soiled linen and prepare to exchange at laundry.
24. Follow the recycling procedures for all kind of material used in the restaurant.
25. Meet and greet the guests and seat them at tables or in waiting areas.
26. Inform the Restaurant manager of establishment specialties and features.
27. Inspect dining and serving areas to ensure cleanliness and proper setup.
28. Maintain contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly and customers' concerns are addressed.
29. Provide guests with menus.
30. Receive and record VIP's, guest, dining reservations.
31. Supervise and coordinate activities of dining room staff to ensure that guests receive prompt and courteous service.
32. Train, and supervise food and beverage service staff.
33. Operate cash registers to accept payments for food and beverages.
34. Order or requisition supplies and equipment for tables and serving stations.
35. Plan parties or other special events and services.
36. Speak with guests to ensure satisfaction with food and service, and to respond to complaints.
37. Confer with other staff to help plan establishments' menus.
38. Sale wine and food promotions.
39. Perform marketing and advertising services.
40. Assign the guests to tables suitable for their needs.

Administrative Responsibilities

1. Acknowledges and screens daily work schedule.
2. Be present in the daily briefing and de-briefing.
3. Proposes an effective duty to ensure sufficiency of manpower in accordance to volume of business.
4. Establishes two-way communication with related colleagues.
5. Communicates effectively with guests, subordinates, immediate supervisors and other section heads.
6. Manages time effectively by meeting deadlines on time.
7. Identifies and solves problems in a professional manner.

Technical Responsibilities

1. Knows and understands the job description of all positions in the restaurant.
2. Knows and understands policies relating her positions.
3. Recognizes good quality products and presentation.
4. Checks and improves all service standards established by the company.
5. Provides assistance to the staff when required during peak periods.
6. Conserves energy and water at all time by not decreasing guest comfort and cleaning efficiency.

7. Manages wastes by reducing and recycling, changes staff behavior to carefully use all resources.
8. Knows and understands the job description of all positions in his/her department and be aware of others.
9. Knows and understands policies relating to his/her department and others.
10. Recognizes good quality products and presentation.
11. Checks and improves all service standards established by the company.
12. Supervises staff activities to maximize revenue and minimize costs.
13. Provides assistance to the staff when required during peak periods.
14. Maintains grooming standards for all personnel.
15. Conserves energy and water at all time by not decreasing guest comfort and cleaning efficiency.
16. Manages wastes by reducing and recycling, changes staff behaviour to carefully use all resources.

Commercial Responsibilities

1. Communicates effectively with VIP guests, clients, colleagues and other important individuals in the performance or work and in promoting the restaurant, and the company.
2. To be a good sales person to promote the company image and businesses.

Human Responsibilities

1. Establishes and maintains good relations with colleagues within the restaurant and company.
2. Provides assistance to co-employees within company and amongst other departments in the performance of tasks to foster team work and success for the restaurant.
3. Motivates other staff to grow within the company.
4. Develops her self to be better skills at all times.

Relations

1. Reports to the Restaurant Manager or F&B Manager/Director
2. Communicates to guest in delivering product and service.
3. Relates to co-employees of the restaurant and company.

Kitchen Intern (Trainee) **F&B**

INTERNSHIP DESCRIPTION

Job Title: Kitchen Intern (Trainee)
Department: F&B Department Kitchen
Reports to: Executive Chef/Chef de Cuisine/ Sous Chef

General Mission

Preparing meals as ordered. Responsible for the preparation of all food items ensuring a high standard of taste, temperature and preparation.

Responsibilities and Means

1. Prepares one part of a major meal such as an entree, vegetable, salad or dessert, in proper quantities for serving; measures, mixes, seasons, garnishes and otherwise prepares dish.

2. Assists in the preparation of several parts of a major meal by mixing and stirring, ladling, adjusting heat, etc.
3. Prepares breakfasts on an independent basis by cooking eggs and meat, and preparing cereals, coffee and similar items.
4. Directs subordinates, and/or other helpers in dishing foods, preparing portions, serving, and cleaning work areas and utensils, and personally participates in such tasks when required.
5. Performs other related work as required.
6. Prepares his mise-en-place for next day.
7. Assists with another station as assigned by the Chef de Partie.
8. Collects store items as required from the main Kitchen.
9. Cleans and maintains kitchen equipment and reports any repair or maintenance needed.

Technical Responsibilities

1. Knows and understands the job description of all positions in his/her department and be aware of others.
2. Knows and understands policies relating to his/her department and others.
3. Recognizes good quality products and presentation.
4. Checks and improves all service standards established by the company.
5. Supervises staff activities to maximize revenue and minimize costs.
6. Provides assistance to the staff when required during peak periods.
7. Maintains grooming standards for all personnel.
8. Conserves energy and water at all time by not decreasing guest comfort and cleaning efficiency.
9. Manages wastes by reducing and recycling, changes staff behaviour to carefully use all resources.
10. Some knowledge of materials, methods and equipment used in preparing food on a large scale, and the use and care of utensils and equipment.
11. Some knowledge of food values and nutrition.
12. Ability to do plain cooking on a large scale.
13. Ability to understand and follow oral and written instructions.
14. Ability to work long hours while standing and under conditions of high temperature.

Commercial Responsibilities

1. Communicates effectively with guest, clients, business partners and staff.
2. To be a good sales person to promote hotel's image and businesses.
3. Participates in community projects or activities in order to promoting the hotel's image and cooperation to improve community relationship.

Human Resources Responsibilities

1. Coaches and counsels all staff in Kitchen.
2. Provides the most effective training to all staff in his/her department regularly.
3. Motivates other staff to grow within the company.
4. Develops him/herself to be better manager at all times.

Relations

1. Reports to Executive Chef.
2. Supervises activities of the departments concurred.
3. Coordinates with other staff for all activities of the hotel.
4. Interacts with clients, guests, government officials, supplies, and other important individual in the community in promoting the hotel.