

# ROYAL PLAZA

ON SCOTTS SINGAPORE

<b>Host Employer:</b>	Royal Plaza on Scotts
<b>Internship Position:</b>	Trainee / Front Office
<b>Industry</b>	Entertainment/ Hospitality/ Tourism
<b>Department:</b>	Front Office
<b>Duration:</b>	Anytime (minimum 20 weeks)
<b>Internship Location:</b>	Singapore
<b>Job Code:</b>	A192b
<b>Company Website:</b>	<a href="https://www.royalplaza.com.sg/">https://www.royalplaza.com.sg/</a>

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Royal Plaza on Scotts is an iconic hotel located in the Orchard area, a bustling district in Singapore. Come experience our culture and journey with us towards a great & progressive workplace!

## **Job Summary**

This position ensures seamless guest experiences by managing check-ins, check-outs, reservations, and addressing guest inquiries with professionalism and efficiency.

## **Related Disciplines**

SHTM

## **Key Duties and Responsibilities**

1. Assist guest with check in and out using hotel system
2. Assist guest with enquires
3. Handle types of payment mode
4. Engage with guest in professional manner
5. Handle alittle of F&B aspects in the club lounge includes serving of drinks includes alcohol.

## **Essential Attributes:**

1. Strong communication and customer service abilities to handle guest interactions effectively and professionally.
2. Attention to Detail & Organization: Accuracy in handling bookings, payments, and guest records

## **Desirable Attributes:**

Pleasant looking and joyful personality

## **Language Requirements**

English (Spoken), Mandarin (Spoken), English (Written), Mandarin (Written)

## **Working Days and Working Hours**

5 days a week, Rotating Mon to Sun, Rotating shifts Morning - 7am to 4.30pm, Afternoon - 1.30pm to 11pm

## **Benefits provided, if applicable**

Basic Salary SGD \$1,600, Meal allowance SGD\$250, transportation SGD\$50