



6 Months Junior Duty Manager Internship

WATDU0106

PLEASE READ CAREFULLY BEFORE CONTINUING.

ESPA or European Student Placement Agency is a recruitment agency whose goal is to find high quality internships for European students in the UK. We work closely with our host companies to ensure the positions provide students with a great experience, both professional and personal.

REQUIREMENTS: ESPA vacancies are open to all EU passport holders able to travel to the UK for an educational work placement, without the need for visa documents. You have to still be a student or have graduated in the last 12 months. Any student who is unsure of their visa situation should check with their university before applying.

BENEFITS: ESPA is free for students. Accommodation, utility bills, TV Licence, Internet Access and UK commuter travel to the place of work will be paid for by the host company. This will be sourced and managed on your behalf by ESPA. **These benefits have an approximate value of 600-700€ per month.**

There is no salary over and above the benefits offered, unless specifically stated.

To know more, please visit: www.espauk.com

The Host Company

This prestigious company, one of the finest Hotels built around an old flour mill, offers excellent accommodations in Hemel Hempstead with a panoramic view of river Bulbourne threading through the property. Experience a serene, old world retreat from the bustling city life in the picturesque modern hotel. A convenient gateway venue with plenty of spacious free car parking, The Hotel also offers wonderful amenities and hospitality for a relaxing stay, with convenient access to the area's tourist, industrial and commercial centres.

The Hotel has 71 tastefully appointed rooms, several with beautiful views of lush green meadows and the river Bulbourne. A blend of refined luxury and refreshing tranquillity is sure to romance both leisure and business travellers alike.

Role

As Duty Manager you will be responsible for the smooth running of the hotel during your shift. This will include restaurant, reception, lounge, bar, etc. You will be hands on, ensuring the various departments run smoothly. You will utilise your exemplary customer service skills in order to ensure and encourage the delivery of excellence service. This will include managing customer queries, complaints and feedback ensuring the comfort, safety and security of your guests at all times.

Duration

6 months

Location

Hemel Hempstead, Hertfordshire. 24 miles (39 km) northwest of London and part of the Greater London Urban Area.

Languages

English should be B2/C1

Start date

As soon as possible

Tasks

- Ensuring employees are offering exceptional customer service.
- Making sure customers are happy with the service and products.
- Delegating duties.
- Assisting store managers.
- Helping to implement store policies.
- Routing sales productivity reports to staff.
- Motivating employees.
- Handling cash and end of day checking.
- Managing store cleanliness and organization.
- Dealing with customer complaints and issues.

Personal Skills

- Exemplary motivational, supervisory and customer service skills.
- Organisational skills.
- Proficiency in conflict resolution.
- Public relations abilities.
- Hospitality related qualifications would be an advantage.
- Eye for detail.
- Well presented and friendly.

Extra benefits

Accommodation and meals will be provided by the Hotel.

How to apply

STEP 1) Please, register with us at <http://www.espauk.com/students/register-with-us>

STEP 2) Please, send an email to madeline@espauk.com with the reference code **WATDU0106** attaching your CV as a pdf file. A cover letter is always helpful.

Are you eligible?

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