



## 6 Months Receptionist & Administration Internship

**WATRE0106**

### **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](http://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

Receptionists are required to provide administrative support for companies and organizations. They are the first point of contact for a company and have to deal with visitor enquiries. They work behind a reception desk and welcome clients and visitors, referring them to the appropriate member and answering questions related to the company. These workers usually keep a record of visitors.

A successful receptionist must be both an excellent communicator and strong administrator and also must comfortably interact with individuals of all professional levels.

## 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

- Arrive on duty at the correct time.
- Check in / checkout guests.
- Answer all internal and external telephone calls.
- To deliver a consistently high level of customer service at the Reception Desk by dealing with all guests and potential clients in a courteous and efficient manner.
- Managing the front desk Manager.
- Dealing with guest satisfaction and guest issues.
- Up selling and promoting hotel bar, lounge restaurant and services.

## Personal Skills

### Needed:

- Good communication skills.
- Customer Service.
- Commitment.
- Dedication.
- Good time management.

### To be acquired:

- Communication skills.
- Guest relations / interaction skills.
- Organization skills.
- Numerical skills.

## 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](mailto:madeline@espauk.com) with the reference code **WATRE0106** attaching your CV as a pdf file. A cover letter is always helpful.

## Are you eligible?

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