



Training guidelines

Basic internship – Front Office

Initial situation

At the Hotel Management School of Thun, the students are predominantly taught academics. The front office internship then serves as a platform for the interns to independently fulfill the relevant procedures and duties.

Areas of application

- Front office
- In combination with back office

Requirements until graduation

A minimum of 500 working hours in the front office area must be logged until graduation. The front office internship is not required if the following applies:

- A corresponding vocational education
- A corresponding internship of a minimum of 6 months in duration
- 1 year of practical experience

Combined internships

Combined internships are possible. Following requirements must be fulfilled:

- The hours worked by the intern must be accounted for and confirmed by the intern's employer.

Possible tasks/activities

- Preparation of written quotes and confirmations
- General correspondence
- Customer-oriented interaction with guests
- Handling of complaints
- Usage of phone switchboards and guest-oriented phone conversations
- Collaboration with other departments
- Gain experience in usage of front office computer programs (room management, customer database, room rack lists, lost & found items etc.)
- Lead goal-oriented sales discussions and process reservations correctly
- Familiarization with walk-in guest procedures
- Complete preparation of final invoice and check out of guests
- Knowledge of all methods of payment provided (cash register, debit/credit cards, gift certificates etc.)
- Administration of vouchers and gift certificates
- Guest Services (tickets, errands, flight confirmations, assistance with guest events etc.)
- Write and translate menus with provided templates
- Gain know-how and be able to apply this to all available tools of communication (booking platforms, emails, central reservation systems, GDS, hospitality affiliates, social media etc.)