



INTERNSHIP DESCRIPTION—FRONT DESK AGENT

\$13/HOUR

MAXIMUM HOURS/WEEK- 20

MAXIMUM LENGTH- 2-6 MONTHS

workNet DuPage is looking for a WIOA Young Adult program participant for an internship as a **Front Desk Agent** for [Fairfield Inn & Suites](#) in Lombard. Fairfield Inn & Suites is a premier hotel located off of I-355, close to the train station and other destinations like Woodfield and Oak Brook Malls.

This could be a great fit for you if any of the following are true:

- You are a strong communicator who enjoys talking to people
- You enjoy providing great customer service
- You like a fast-paced environment where organization is key to success
- You'd like to get experience in the world of hospitality

At completion of this internship, you will be able to add valuable workplace skills to your resume such as Customer Service, Reservations, Salesforce, Microsoft Office, etc.

As with all internships, the experience, opportunity, and exposure to other professionals you gain in this position could lead your career and future down a variety of different paths, including Sales, Operations, Human Resources, and more!

Description

You will report to the General Manager and will perform the following jobs:

- Greet arriving guests, check-in and process reservation details
- Provide information on hotel amenities
- Assist guests with questions and when needed, escalate questions to the General Manager
- Assist the Sales team with administrative tasks when needed

What you need to do the job

- Willing to learn- training will be provided
- Dependable and knows how to work— good attendance, be on time
- Familiarity with computers and programs like Microsoft Office



- Strong attention to detail
- Comfortable talking to customers on the phone and in person

Fairfield Inn & Suites

645 W North Ave

Lombard, IL 60148

<https://www.marriott.com/en-us/hotels/chifs-fairfield-inn-and-suites-chicago-lombard/overview/>

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Interns may perform other related duties as negotiated to meet the ongoing needs of the organization.