



# **Internship Opportunities 2019 - Greece**

[www.louishotels.com](http://www.louishotels.com)

Member of the Louis Group

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## **Introduction to Louis Hotels**

Louis Hotels is the biggest hotel management company in the Eastern Mediterranean, and one of the biggest in the whole Mediterranean region. We manage 18 hotels in Cyprus and Greece, as well as a restaurant franchise called Akakiko, which specializes in Japanese cuisine.

Our hotels are primarily situated by the sea and are classed as 4-star, 5-star, or Category A apartments. The company has seen drastic expansion since the 1980s, with an upgrade in the quality of our hotels and services, following major renovations since 2010. Most of our hotels are seasonal and operate between May and October, but some remain open throughout the whole year (in Cyprus only). About a third of the hotels are owned by Louis Hotels, and the rest are leased for long term periods. In the past we have cooperated on a franchise basis with international companies like Intercontinental and Iberostar, but are now in the process of strengthening our own brand name and have thus limited such international franchise collaborations. Despite this fact, we still have three franchised properties, one with Hilton and two with Rewe Touristik (Primasol and Iti).

Our restaurant franchise has three outlets in Cyprus, one each in Limassol, Nicosia, and Ayia Napa, and is regarded by locals as the number one choice for value-for-money Japanese food. For almost ten years Akakiko has been synonymous with food of exceptional and consistent quality and has deservedly won the hearts of its Cypriot guests. Louis Hotels is the only international partner of Akakiko in the whole world, with the Austrian franchise's restaurants in Hungary and Austria being managed by their mother company.

Our aim as Louis Hotels is to continually improve our services and in the process encourage young men and women to further their careers in this wonderful industry. We love giving younger generations a chance and it is with great joy that we pass our knowledge to students year after year.

## **What we are looking for**

We are looking for students who are hard working, flexible, have a strong willingness to learn, are professional in their appearance and attitude and who enjoy taking responsibility. We expect students to speak fluent English and at least another language (German, French, Russian). A third language and any knowledge of Greek is considered a plus but is not seen as a necessity. However, at reception it is preferable for candidates to speak English and German, as well as Russian if possible. Further down in this document, there is a table with our analytical needs per hotel, as well as the suggested languages necessary for the position.

## **What internships we offer**

We offer internships in operations . These are shown analytically below:

- Operations (for students with basic hospitality knowledge)
  - Service (restaurant and bar)
  - Kitchen assistance
  - Reception assistance

Most internships are between June and September each year but also we are looking forward for internships between May to September.

## **Internship Conditions**

Louis Hotels offers 5-day a week internships, whose conditions are shown below:

- 5-day a week internships
  - Food and drink 3 times a day, incl. days off
  - Free accommodation (max.3 people per room, same gender)
  - 500,00 Euros net salary per month
  - 5 days a week work, 8 hours a day

## Contact information

For internship applications or queries please contact Mr. Marko Suomalainen, e-mail [marko.s@bbcsl.com](mailto:marko.s@bbcsl.com), and by phone on +30 694 4766010 or from Finland 041 4736273.

For further information on Louis Hotels please visit [www.louishotels.com](http://www.louishotels.com).

## Appendix A- Job descriptions

### JOB DESCRIPTION – KITCHEN

The following is a job description for the position mentioned above:

- Prepares one part of a major meal such as an entree, vegetable, salad or dessert, in proper quantities for serving; measures, mixes, seasons, garnishes and otherwise prepares dish.
- Assists in the preparation of several parts of a major meal by mixing and stirring, ladling, adjusting heat, etc.
- Prepares breakfasts on an independent basis by cooking eggs and meat, and preparing cereals, coffee and similar items.
- Directs subordinates, and/or other helpers in dishing foods, preparing portions, serving, and cleaning work areas and utensils, and personally participates in such tasks when required.
- Performs other related work as required
- Prepares his mise-en-place for next day.
- Assists with another station as assigned by the Chef de Partie.
- Collects store items as required from the main Kitchen.
- Cleans and maintains kitchen equipment and reports any repair or maintenance needed.

The following are the skills required for the position mentioned in page 1 of this document:

- **Speaking** - Talking to others to convey information effectively
- **Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- **Service Orientation** - Actively looking for ways to help people
- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do
- **Coordination** - Adjusting actions in relation to others' actions
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents
- **Learning Strategies** - Selecting and using training/instructional methods and procedures appropriate for the situation when learning
- **Time Management** - Managing one's own time and the time of others
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

## **JOB DESCRIPTION - RECEPTION**

The following is a job description for the position mentioned above:

- To control and be aware of the Room Status to ensure maximum room sales on a daily, weekly and monthly basis
- Ensure all financial procedures are adhered to and all cash logged to ensure correct balance at all times
- Key and cash controls are followed at all times
- Ensure Guest accounts are correctly balanced and all Sales are posted correctly
- To control all credit transfers ~transactions as per hotels credit policy
- To carry out reception duties on A.M. and P.M. shifts
- Ensure all calls internal and external are dealt with efficiently and effectively
- Check in and check out guests
- Perform concierge services for guests like booking restaurants, suggesting places to visit etc
- Know the destination and the locality in order to provide guests with correct information as requested
- To be knowledgeable of the hotel's reservation system, ensuring all bookings are entered correctly and back up files are kept up to date
- Ensure all brochure displays are kept up to date and correct information displayed
- Liaise with all departments as and when required to ensure efficiency throughout the hotel is promoted
- Attend all relevant training when requested
- Carry out any other relevant duties as requested by the hotel management

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### **JOB DESCRIPTION – F&B SERVICE**

The following is a job description for the position mentioned above:

- Check patrons' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages
- Collect payments from customers
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff
- Take orders from patrons for food or beverages
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems
- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required
- Prepare checks that itemize and total meal costs and sales taxes
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning
- Present menus to patrons and answer questions about menu items, making recommendations upon request
- Inform customers of daily specials
- Clean tables and/or counters after patrons have finished dining
- Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine
- Explain how various menu items are prepared, describing ingredients and cooking methods
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware
- Stock service areas with supplies such as coffee, food, tableware, and linens
- Fill salt, pepper, sugar, cream, condiment, and napkin containers
- Escort customers to their tables
- Describe and recommend wines to customers
- Bring wine selections to tables with appropriate glasses, and pour the wines for customers
- Take reservations from customers

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