



JW MARRIOTT

JW Marriott is part of Marriott International's luxury portfolio and consists of more than 80 beautiful properties in gateway cities and distinctive resort locations around the world.

JW believes our associates come first because if you're happy, our guests will be happy. It's as simple as that. Our hotels offer a work experience unlike any other, where you'll be part of a community and enjoy a true camaraderie with a diverse group of co-workers. JW creates opportunities for training, development, recognition and most importantly, a place where you can really pursue your passions in a luxury environment. Treating guests exceptionally starts with the way we take care of our associates. That's The JW Treatment™.





JW MARRIOTT

CANDIDATE PROFILE:

THE STUDENT MUST BE ENROLLED IN AN UNIVERSITY/SCHOOL PROGRAM IN ORDER TO BE ELIGIBLE FOR THIS POSITION;
AT THE MOMENT OF THE FINAL INTERVIEW THE STUDENT MUST PROVIDE A PERMIT THAT ALLOWS HIM TO PERFORM AN INTERNSHIP IN EUROPE OR AN EUROPEAN PASSPORT;
GOOD LEVEL OF ENGLISH IS MANDATORY (ITALIAN LANGUAGE KNOWLEDGE WOULD BE A PLUS);

TIME FRAMES: THIS IS A 6 MONTHS INTERNSHIP IN BETWEEN MARCH AND NOVEMBER 2024

BENEFITS:

ACCOMMODATION IN SHARED APARTMENTS/ROOMS; 1 MEAL PER SHIFT; UNIFORMS; MONTHLY ALLOWANCE; ACCESS TO MARRIOTT INT. DISCOUNTS ON ROOM RATES AND F&B.

KITCHEN TRAINEE

Students will assist with the following activities:

Prepare special meals or substitute items. Regulate temperature of ovens, broilers, grills, and roasters. Pull food from freezer storage to thaw in the refrigerator. Ensure proper portion, arrangement, and food garnish. Maintain food logs. Monitor the quality and quantity of food that is prepared. Communicate assistance needed during busy periods. Inform Chef of excess food items for use in daily specials. Inform Food & Beverage service staff of menu specials and out of stock menu items. Ensure the quality of the food items. Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist. Prepare cold foods.



IT TRAINEE

Students will assist with the following activities:

Maintain hardware&software inventory, Troubleshoot/repair/resolve technical problems/issues related to computer hardware/software/LAN and WAN/internet. Respond to program error messages. Provide network communications support and technical guidance. Refer major problems to vendors/technicians. Analyze, recommend, and implement process improvements. Consult with others to assess/analyze/resolve computing needs and system requirements. Inspect, test, and diagnose computer equipment/systems. Plan and coordinate information technology-related equipment installations, moves, additions, changes, and system enhancements. Provide end-user support for applications such as MS Office Suite, Opera, EMC.Maintain, inspect and document MAARK2 fixes, patches and installations.



ACCOUNTING TRAINEE

Students will assist with the following activities:

Check figures, postings, and documents for correct entry, mathematical accuracy, and proper codes. Organize, secure, and maintain all files and records in accordance with document retention and confidentiality policies and procedures. Record, store, and/or analyze information using property software. Maintain accurate electronic spreadsheets for financial and accounting data. Complete period-end closing procedures and reports as specified. Prepare, maintain, and distribute statistical, financial, accounting, auditing, or payroll reports and tables. Access computerized financial information to answer general questions as well as those related to specific accounts. Classify, record, and summarize numerical and financial data to compile and keep financial records, using journals, ledgers, and/or computers. Code documents according to company policies and procedures.



FOOD AND BEVERAGE TRAINEE

Students will assist with the following activities:

Bar Services Attendant: Prepare drink orders for guests according to specified recipes using measuring systems. Issue, open, and serve wine/champagne bottles. Set up and maintain cleanliness and condition of bar, bar unit, tables, and other tools. Prepare fresh garnishes for drinks. Stock ice, glassware, and paper supplies. Transport supplies to bar set-up area. Wash soiled glassware. Remove soiled wares from bar top and tables and place in designated area. Anticipate and communicate replenishment needs. Process all payment methods. Count bank at end of shift, complete designated cashier reports, resolve any discrepancies, drop off receipts, and secure bank. Secure liquors, beers, wines, coolers, cabinets, and storage areas. Complete closing duties.

Banqueting Services Attendant: Complete final breakdown of function, by cleaning the room, and cleaning and returning equipment to its proper location. Complete closing duties, including storing all reusable goods, locking doors, breaking down goods, etc. Set up, stock, and maintain work areas. Monitor and maintain cleanliness, sanitation, and organization of assigned station and service areas. Transport dirty linen to correct area to be cleaned, separate napkins from tablecloths, and restock linen shelves with clean linens. Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures. Assist other departments when needed to ensure optimum service to guests.



FOOD AND BEVERAGE TRAINEE

Students will assist with the following activities:

Restaurant Services: Serve food courses and alcoholic beverages to guests. Set tables according to type of event and service standards. Answer questions on menu selections. Communicate with the kitchen regarding menu questions, the length of wait, re-cook orders, and product availability. Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen. Record transaction in MICROS system at time of order. Check in with guests to ensure satisfaction with each food course and/or beverages. Maintain cleanliness of work areas, china, glass, etc., throughout the day. Complete closing duties, including restocking items, turning off lights, etc. Present physical and accurate check to guest and process payment.

Restaurant Hostess: Greet guests and determine the number in their party. Seat guests by finding a clean, available table; pulling out chairs; placing clean/current menu in front of guest, etc. Guide guests through the dining rooms and provide any needed assistance. Move and arrange tables, chairs, and settings and organize seating for groups with special needs. Ensure place settings are appropriate and each guest has a napkin, clean silverware, and any other item that is part of the standard place setting. Check menus to ensure they are current, clean, plentiful, and wrinkle-free. Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures. Monitor dining rooms for seating availability, service, safety, and well being of guests.



ROOMS DIVISION TRAINEE

Students will assist with the following activities:

Front Desk Services: Process all guest check-ins by confirming reservations, assigning room, and issuing and activating room key. Answer, record, and process all guest calls, messages, requests, questions, or concerns. Coordinate with Housekeeping to track readiness of rooms for check-in. Communicate parking procedures to guests/visitors and dispatch bell staff or valet staff as needed. Supply guests with directions and information regarding property and local areas of interest. Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy.

At Your Service Services: Answer, record, and process all guest requests, questions, or concerns via telephone, email, chat, and mobile communication devices. Operate telephone switchboard, process guest requests for wake up calls, and connecting and directing calls to the appropriate extension. Receive, record, and relay messages accurately. Log all guest requests or issues into computer, contact appropriate individual or department (e.g., Bellperson, Housekeeping), and follow up with guest to ensure their request has been resolved to their satisfaction. Provide information to guests about room features, property amenities, and local areas of interest. May process food & beverage orders, answer questions on menu selection and record transactions in point-of-sale system. Assist guests with accessing internet and guestroom entertainment.

Guest Relations Services: Supply guests/residents with directions and information regarding property amenities, services, and hours of operation, and local areas of interest and activities. Contact appropriate individual or department (e.g., Bellperson, Front Desk, Housekeeping, Engineering, Security/Loss Prevention) as necessary to resolve guest call, request, or problem. Follow up with guests to ensure their requests or problems have been met to their satisfaction. Receive, record, and relay messages accurately, completely, and legibly. Notify Loss Prevention/Security of any guest reports of theft.

HOUSEKEEPING TRAINEE

Students will assist with the following activities:

Run sold room reports, verify room status, determine discrepant rooms, prioritize room cleaning, and update status of departing guest rooms. Assist Housekeeping management in managing daily activities. Act as a liaison to coordinate the efforts of Housekeeping, Engineering, Front Office, and Laundry. Document and resolve issues with discrepant rooms with the Front Desk. Prepare and distribute room assignments to Housekeeping staff. Record, monitor, and update list of 'Do Not Disturb' rooms. Ensure that vacant dirty rooms are cleaned by the necessary time and assign rush rooms and rooms previously on the 'Do Not Disturb' list. Complete required Housekeeping paperwork.

PURCHASING TRAINEE

Students will assist with the following activities:

Calculate figures for food inventories, orders, and costs. Maintain clear and organized records to ensure all reports and invoices are filed and stored properly. Post invoices using computer programs. Conduct inventory audits to determine inventory levels and needs. Complete requisition forms for inventory and supplies. Notify manager/supervisor of low stock levels. Verify and track received inventory and complete inventory reports and logs. Reconcile shipping invoices and receiving reports to ensure count accuracy. Receive, unload, and process deliveries. Refuse acceptance of damaged, unacceptable, or incorrect items. Troubleshoot vendor delivery issues and oversee return process. Adhere to food safety and handling policies and procedures across all food-related areas. Monitor PAR levels for all food items to ensure proper levels.

RECREATION TRAINEE

Students will assist with the following activities:

Encourage, recruit, register, and schedule guests to participate in recreation activities. Promote a fun and relaxing atmosphere for guests. Provide information to guests about available recreation facilities and activities. Promote the rules and regulations of the recreation facility intended for the safety and welfare of guests and members. Observe activity in the recreational facility and respond appropriately in accordance with local operating procedure in the event of an emergency. Be aware of possible situations where guests are not able to safely participate in an activity and inform supervisor/manager. Clean and maintain recreational equipment and supplies.

SALES TRAINEE

Students will assist with the following activities:

Updating and maintaining all the Marriott data basing systems following proper indications and procedures. Scouting of new accounts-web research in order to qualify and identify potential new business clients under Sales Team supervision. Conducting basic qualification phone calls – cold phone calls to present product and create awareness. Supporting back office activities such as sales calls, trade shows and b2b events preparation and follow up. Supporting the sales team in the organization and coordination of Site visits, Fam-trip, Travel Agents educational and VIP arrival. Creating ad hoc proposals for the wedding segment and ensuring that all operating systems are properly aligned

SPA TRAINEE

Students will assist with the following activities:

Process guest reservations, provide general spa orientation to guests upon arrival, such as the location and use of locker rooms, lounge areas, and hospitality stations. Offer guests amenities such as water, juice, or heated neck pillows. Answer questions about general property information and amenities. Escort guests to and from treatment rooms. Check computer for updates and changes to schedule regularly throughout the day. Maintain cleanliness of workstation, treatment rooms, spa/salon locker room, and lounge areas. Dispose of trash and dirty linens in the proper area. Secure supplies and equipment at the end of each shift. Stock towels, linens, supplies, and amenities in the locker room, lounge areas, and hospitality stations.

ENGINEERING TRAINEE

Students will assist with the following activities:

Perform preventative maintenance on tools and equipment, including cleaning and lubrication. Visually inspect tools, equipment, or machines. Carry equipment (e.g., tools, radio). Identify, locate, and operate all shut-off valves for equipment. Maintain maintenance inventory and requisition parts and supplies as needed. Record information for unfinished calls prior to shift change.

EVENTS TRAINEE

Students will assist with the following activities:

Meet group coordinator/host(ess) prior to functions, make introductions, and ensure that all arrangements are agreeable. Read and analyze banquet event order in order to gather guest information, determine proper set up, timeline, specific guest needs, buffets, action stations, etc. Respond to and try to fulfill any special banquet event arrangements. Follow up on special banquet event arrangements to ensure compliance.

HR TRAINEE

Students will assist with the following activities:

Recruitment: Participate in job aids creation, job posting, CV Screening; Organize and assist with interviews; prepare and properly file all interview documents. Employee Administration: Assist the HR Coordinator in preparing the documents for contract signing; Follow up with all departments on payroll process; Manage/perform inventory/organize internal resources (lockers keys, nametags, office supplies, etc.) Use human resources related software and systems; Organize and manager medical checks for the employees. Training: Assist the Training Coordinator in preparing mass training plan; Organize and prepare training materials and logistics; Facilitate mini training sessions. Internal communication: Create and distribute the daily packet (internal information journal); Organize and update department boards; Offer support for organizing internal events/projects: birthdays celebration, mass documents filing, etc.

MARKETING TRAINEE

Students will assist with the following activities:

Updating and maintaining all web and social media channels, both internal and external customer related sites for the JW Marriott Venice Resort & Spa, maintaining positive online presence, following proper indications and procedures. Updating and maintaining all internal communication channels for guests and digital platforms (electronic screens, flyers, etc.), to deliver revenue to internal outlets, following proper indications and procedures. Keeping updated all flyers, promotional material and the Activity Guide printed monthly to ensure all in-house initiatives are properly promoted to all in-house guests, in support of the Marketing Specialist. Strong computer skills and detailed knowledge of various computer programs, including a strong proficiency of Adobe Photoshop, InDesign and Power Point. Creating visual contents (photography/video/jpg/gif/banners) to support contents for social media channels and digital communication. Assisting with the day-to-day Marketing and administration responsibilities and procedures in an efficient, punctual and professional manner.



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VENICE

jwvenice.com