



<https://www.jobzfrica.com/job/hilton-internship/>

Hilton Internship Program 2024 New Hiring

Description

The Hilton Internship Program provides a comprehensive and structured learning experience for individuals seeking hands-on exposure in various departments within our hotels and corporate offices. Interns will have the opportunity to work alongside experienced professionals, contribute to the delivery of exceptional guest service, and develop essential skills in the hospitality industry.

Responsibilities

- Collaborate with department teams to deliver exceptional guest experiences and ensure high levels of customer satisfaction.
- Gain practical experience by assisting with day-to-day operations and tasks within the assigned department.
- Learn and apply Hilton's service standards and protocols to ensure consistent quality in guest interactions.
- Assist in guest interactions, including check-in/check-out procedures, concierge services, reservations, and responding to inquiries.
- Contribute to departmental projects and initiatives to enhance operational efficiency and guest satisfaction.
- Participate in training programs and workshops to develop skills in areas such as customer service, sales, event management, and revenue optimization.
- Shadow and learn from experienced team members, observing their roles and responsibilities within the department.
- Embrace Hilton's culture and values, maintaining a professional demeanor and upholding the company's reputation.
- Adhere to all hotel policies, procedures, and safety guidelines to ensure a secure and enjoyable environment for guests and team members.
- Collaborate with colleagues and supervisors, actively participating in feedback sessions and performance evaluations to support personal and professional development.

Qualifications

- Currently enrolled in or recently completed a relevant hospitality or business-related degree program.
- Passion for the hospitality industry and a genuine interest in pursuing a career in hotel operations, sales, marketing, events, or related areas.
- Excellent communication and interpersonal skills to interact effectively with guests, colleagues, and team members.
- Customer-focused mindset with a strong desire to provide exceptional service and exceed guest expectations.
- Strong organizational and time management skills, with the ability to prioritize tasks and work effectively in a fast-paced environment.
- Adaptability and flexibility to work in different departments and shifts as required by the internship program.
- Proficiency in relevant computer applications and technology used in the hospitality industry.

Hiring organization

Hilton

Employment Type

Intern

Duration of employment

3 Months

Industry

Hospitality

Job Location

Pietermaritzburg, KwaZulu-Natal,
South Africa, 3200,
Pietermaritzburg, KwaZulu-Natal,
South Africa

Working Hours

09

Date posted

December 4, 2024

Valid through

19.06.2025

- Knowledge of multiple languages is a plus, but not mandatory.

Job Benefits

- **Professional Development:** The internship program at Hilton offers valuable opportunities for professional growth and skill development. Interns can gain hands-on experience, learn from experienced professionals, and enhance their knowledge of the hospitality industry.
- **Networking Opportunities:** Interns have the chance to build a strong professional network within the hospitality industry. They can connect with colleagues, mentors, and leaders who can provide guidance, support, and potential career opportunities in the future.
- **Exposure to Different Departments:** Hilton offers internships in various departments, allowing interns to explore different areas of the hospitality industry. This exposure helps interns gain a comprehensive understanding of hotel operations and discover their areas of interest and strength.
- **Practical Application of Skills:** Interns can apply their theoretical knowledge in real-world settings, working on tasks and projects that contribute to the overall guest experience. This hands-on experience allows interns to develop practical skills and gain a deeper understanding of the industry.
- **Mentoring and Guidance:** Interns at Hilton receive guidance and mentorship from experienced professionals who provide valuable insights and feedback. This support system helps interns navigate their roles, make the most of their internship experience, and develop professionally.
- **Exposure to Hilton's Brand Standards:** Interns have the opportunity to learn and embody Hilton's renowned service and quality standards. This experience can be valuable for building a strong foundation of hospitality knowledge and developing a customer-centric mindset.
- **Cultural and Diversity Appreciation:** Hilton is committed to fostering a diverse and inclusive workplace. Interns have the chance to work in a multicultural environment, collaborating with individuals from various backgrounds and gaining a deeper appreciation for different cultures.
- **Potential Career Opportunities:** Internships at Hilton can serve as a gateway to future career opportunities within the organization. Outstanding interns may be considered for full-time positions or receive recommendations that enhance their prospects in the hospitality industry.
- **Employee Discounts and Benefits:** Interns may have access to certain employee benefits and discounts, such as discounted rates for hotel stays, food, and beverage outlets, or access to fitness facilities. The specific benefits may vary depending on the location and program.

Contacts

- **Visit the Hilton Careers Website:** Go to the official Hilton careers website (www.jobs.hilton.com) to explore internship opportunities. Look for the "Internships" or "Early Career Opportunities" section, which may provide details on available internship positions.
- **Create an Account:** If you don't already have one, create an account on the Hilton careers website. This will allow you to upload your resume, save job searches, and receive notifications about new internship openings.
- **Search for Internship Positions:** Use the search function or browse through the available internship positions to find opportunities that match your interests, skills, and location preferences.
- **Review Job Descriptions:** Click on the internship positions you are interested in to access detailed job descriptions. Read through the responsibilities, qualifications, and any other requirements to ensure you meet the criteria for the internship.

- **Prepare Application Materials:** Update your resume to highlight your relevant education, skills, and experiences. If required, prepare a cover letter expressing your interest in the internship and explaining why you are a suitable candidate. Gather any additional documents, such as certifications or references, that may be requested.
- **Submit Your Application:** Follow the application instructions provided on the Hilton careers website. This may involve creating a profile, uploading your resume and cover letter, and filling out an online application form. Ensure that you provide accurate and complete information.
- **Complete Assessments (if applicable):** Some internship applications may require you to complete assessments or questionnaires as part of the application process. Follow the instructions provided and complete these assessments within the specified timeframe.
- **Monitor Your Application:** After submitting your application, monitor the status of your application through your Hilton careers account. You may receive updates or notifications regarding the status of your application, such as interview invitations or rejections.
- **Interview Process:** If your application is shortlisted, Hilton may invite you for an interview. This could be conducted in person, over the phone, or through video conferencing. Prepare for the interview by researching the company, practicing common interview questions, and showcasing your skills and passion for the hospitality industry.
- **Acceptance or Rejection:** After the interview process, Hilton will inform you of their decision. If you are accepted into the internship program, carefully review any offer or agreement provided. It may outline the terms and conditions of your internship, including start date, duration, compensation (if applicable), and any additional requirements.