



VACANCY

Duty Management Internship (40 hours per week)

Do you connect easily with different people, feel comfortable asking questions, and enjoy a challenge? Would you like to learn how to help guests professionally, even when they have a complaint or a special request? Then this internship could be a great fit for you.

WHAT WILL YOU DO?

As a Duty Management intern, you'll be a welcoming presence throughout the resort. You'll be a point of contact for guests with requests or concerns and learn to resolve them creatively and professionally. You report to the Reservations & Front Office Manager.

Your tasks include:

- Welcome guests and proactively connect with them in the lobby, restaurants, and on the beach, both in person and by phone.
- Give extra attention to VIP guests, returning guests, and groups. Handle special requests and check VIP arrivals.
- Help prevent and resolve complaints together with the Front Office & Reservations Manager, and document them in the system.
- Walk through the resort, inspect guest rooms and public areas, monitor safety and order, and report maintenance issues.
- Identify problems and work with the relevant departments to find solutions.
- Stay informed about resort events and activities, and help with events and special occasions, such as kids' club activities or marriage proposals.
- Complete administrative tasks, follow up on operational instructions, and monitor the progress and quality of work.
- Sell resort merchandise and help maintain a welcoming, respectful, and guest-focused atmosphere.
- Document ideas for improvement and share them with department managers or the General Manager.
- You work five days a week on a rotating schedule. Your shifts fall between 12:00 p.m. and 9:00 p.m., including weekends and public holidays. You have two weekdays off.

WHO ARE YOU?

- You are a fourth-year student in an HBO-level hospitality or tourism program and are looking for a graduation internship.
- Hospitality comes naturally to you.
- You have a professional appearance and attitude.
- You are a team player who works well with others.
- You focus on solutions, address complaints promptly, and stay calm and confident in your role.
- You are proactive and take initiative.
- You are fluent in spoken and written Dutch and English. A third language is a plus.

WHO ARE WE?

LionsDive Beach Resort is the most sustainable hotel in Curaçao, with 165 accommodations. Our guests are international travelers, including families, couples, and (diving) sports enthusiasts. The variety of guests makes the work dynamic and diverse. LionsDive is known as a stable and reliable employer, where people enjoy working and often stay for many years. We offer a work environment where collaboration, mutual support, and job satisfaction are important. This helps us create a consistent experience for both guests and employees.

WHAT DO WE OFFER?

- You can take part in workshops and receive personal guidance.
- You will have a varied role in a local team that supports one another and works well together.
- You will receive an internship allowance of Cg. 1,400 per month.
- You can work out for free at the LionsDive gym.
- You will receive a discount on food at our restaurants.

WILL YOU BE OUR NEW COLLEAGUE?

Interested? Send your resume and a short motivation to: **HR@lionsdive.com** and refer to the vacancy Duty Management Internship.

