



Guest Services Intern

Our Chalet World Centre

ROLE DESCRIPTION

Responsible to: Deputy World Centre Manager : Operations

Location: Our Chalet World Centre

One of WAGGGS (World Association of Girl Guides and Girl Scouts) World Centres, Our Chalet is an international gathering place for members and friends of the World Association of Girl Guides and Girl Scouts, providing opportunities to meet and share experience. Our Chalet offers International Events and seminars and tailor made programme as well as international volunteer and career opportunities in a residential environment.

Role Type: **This is an Internship position.**
3 to 6 months, depending on availability and visa restrictions

WAGGGS Intern Programme Objectives:

The objectives of Our Chalet's Intern Programme are the same as outlined by the World Centres Committee for any World Centre volunteer:

- Gain valuable work experience and life skills such as leadership
- Learn about WAGGGS, its MOs, themes, projects, regions and World Centres
- Share the international friendship that Girl Guiding and Girl Scouting offers
- Support WAGGGS by helping the Centre operate effectively
- Participate/facilitate in activities or workshops relating to community leadership or advocacy
- Experience the unique culture of Switzerland, through its traditions, history and people
- Gain an international experience, learning about different cultures through the diversity at the Centres
- Be prepared to represent WAGGGS and be more involved in your own MOs

Our Chalet's Intern Programme is supported by the personal feedback and evaluations the Guest Services Intern (GSI) will participate in at least three times during the term.



Role Overview:

- The Our Chalet GSI develops personally and professionally while building skills and knowledge related to WAGGGS and the World Centres, Our Chalet and the local community.
- The Our Chalet GSI will develop her professional skills through active participation in the daily operations of Our Chalet World Centre and give service to Our Chalet and to Guides and Scouts from around the world by sharing her skills and expertise.
- The Our Chalet GSI brings dedication, enthusiasm, diligence, and professionalism to her role in order to take on personal and professional challenges while contributing to an international environment.
- The Our Chalet GSI works with the all teams at Our Chalet to ensure a positive experience for guests by supporting all elements of the guest experience at Our Chalet.
- Assist in the implementation of World Centre's Business plan and World Centre's Strategic Marketing plan with the aim to increase guest bookings and participation in Our Chalet events.

Specific duties:

- **Support high customer service standards**
- **General reception duties** including receiving guests, answering general enquiries, assisting guests with orientation, answering the landline phone
 - Cover reception as part of the regular reception rota
 - Ensure emails in info inbox are answered in a professional manner or forwarded to appropriate staff member within 24 hours of receipt at Our Chalet
 - Respond to general request for information about Our Chalet
 - Give tours of Our Chalet when required
 - Assist in training of Our Chalet volunteers in reception duties and housekeeping duties
- **Guest arrivals**
 - Greet and receive guests, inform them of centre's house rules and show them to their accommodation
 - Support departures of guests



- **Shop**
 - Support efficient shop management
 - Assist in operation of the shop
 - Assist in ordering and selecting new and additional merchandise for the shop
 - Be responsible for the completion of the monthly stocktake

- **Promotion and Marketing**
 - Assist in the implementation of the World Centres Marketing Strategy
 - Assist in updating social media plugins to keep previous, current and future guests engaged with current Our Chalet events. Generate discussions and inform followers of the latest information as necessary
 - Work with the line manager and Marketing & Communications Intern to increase the visibility of Our Chalet and impact of marketing actions as necessary

- **Other Responsibilities**
 - Delivering the daily morning meeting of staff – if required
 - Work with the line manager in finding creative solutions to increase guest satisfaction scores and guest bookings
 - Maintain an atmosphere conducive to international friendship, cultural understanding and the values of WAGGGS and Our Chalet
 - Ensure the highest standard of guest service to all visitors
 - Maintain a positive and efficient working environment for all staff and volunteers
 - Serve as 'on duty person' when required
 - Join and talk to guest during dinner and other joint meals
 - Assist in the delivery of evening programme as appropriate
 - Assist in catering
 - Plan and deliver a personal or group project which will enable personal and professional development of the intern as well as benefit the operations of Our Chalet

Guest Services Intern
Our Chalet, Switzerland



Our Chalet
 SWITZERLAND
 World Association
 of Girl Guides
 and Girl Scouts

APPLICANT SPECIFICATION

Competency	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Must be at least 20 years old • Completed higher secondary level education. Eg, 'A' levels matriculation, 12th standard etc. or equivalent experience 	<ul style="list-style-type: none"> • First Aid Certificate
Experiences	<ul style="list-style-type: none"> • Customer Service experience • Work experience with high customer service standards • Guiding/Girl Scouting experience • Work experience – any field 	<ul style="list-style-type: none"> • Have an understanding of WAGGGS and the World Centres • Guiding/Girl Scouting experience at a national or international level • Knowledge of Our Chalet • Work in an international team • Retail experience • Work in a residential environment
Technical Skills	<ul style="list-style-type: none"> • High computer literacy including experience with Microsoft Office (Word, Excel, Outlook) 	<ul style="list-style-type: none"> • Basic digital filming and editing • Desktop design experience • Setup and use of basic technology-laptops, projectors, sound equipment
Communication Skills	<ul style="list-style-type: none"> • Excellent communicator with the ability to effectively inform a wide range of people from different backgrounds and cultures • Awareness and sensitivity to different styles of communicating • Patient and friendly attitude 	<ul style="list-style-type: none"> • Awareness of the importance of timely, open and constructive communication internally and externally
Languages	<ul style="list-style-type: none"> • High level - Fluent written and spoken English 	<ul style="list-style-type: none"> • Written and spoken German • Written and spoken French • Any additional foreign language skills
ATTITUDES		
	<ul style="list-style-type: none"> • Be able to maintain a positive working environment for all staff 	



	<p>and volunteers</p> <ul style="list-style-type: none"> • Positive and proactive approach to challenges and the intern role • Work ethics maturity • Emotional maturity 	
ABILITIES		
	<ul style="list-style-type: none"> • Willingness to learn on the job • Willingness to be flexible and patient in a constantly changing and challenging environment and an empathic and helping attitude towards people • Ensure the highest standards of customer service to all visitors • Be able to relate to people of all ages and cultures <p>Flexible and adaptable to different situations, events, and guest requests</p>	<ul style="list-style-type: none"> • Able to efficiently manage personal stress levels • Able to work independently • A self-starter with initiative
ELIGIBILITY TO WORK		
<ul style="list-style-type: none"> • Currently (or in recent past has been), an active member of a Member Organisation of WAGGGS or National Scout Organisation member of WOSM • This is a residential post • The position is subject to visa and work permit restrictions. Applicant must be able to acquire a Swiss volunteer or Student visa (for applicants from outside the European Union). • Applicant should preferably hold a passport of one of the countries of the European Union 		



Guest Services Intern Our Chalet, Switzerland

Benefits of internship at Our Chalet

- Providing learning opportunities to gain valuable work experience in Guest Services and hospitality as well as office administration skills.
- Travel Scholarship (to and from Our Chalet combined) up to CHF 500 (more financial assistance may be available on request to the World Centre Manager)
- Full Comprehensive health insurance is provided during your stay
- Full Board and Lodging in a shared accommodation will be provided by Our Chalet
- Laundry facilities and linen are provided
- Wireless internet access is available
- Uniform is provided
- Up to 9 days off per month
- Learning about different cultures, customs and countries
- Learning new life skills such as work ethics, leadership and communication skills, trying new activities outdoors and living in an international environment
- Learning about self, about others, about the environment and needs of the society
- Learning about WAGGGS, WOSM and the World Centres
- Support from Long term staff team in planning and delivering personal projects
- Support from Long term staff in gaining wide working experience
- Staff days out and other social outings

How to Apply

The application consists of two parts. You will need to submit the **Word Centers Volunteer and Intern Application Part A** and **Part B**. Both forms are available on our website www.ourchalet.ch

Email your application to: volunteers@ourchalet.wagggs.org