



<https://www.jobzfrica.com/job/sun-international-internships/>

Sun International Internships 2025/26 New Application

Description

Sun International, a leading hospitality and entertainment company, is seeking a passionate and customer-oriented individual to join our team as a Guest Relations Officer. In this role, you will be responsible for ensuring exceptional guest experiences and maintaining high levels of customer satisfaction at our various properties.

Responsibilities

- **Guest Assistance:** Provide warm and friendly assistance to guests, ensuring their needs are met promptly and efficiently. Offer information on hotel facilities, services, and local attractions.
- **Complaint Handling:** Address guest complaints and concerns in a professional and timely manner, aiming to resolve issues to the guest's satisfaction. Escalate complex matters to the appropriate department or management when necessary.
- **Guest Relations:** Foster positive relationships with guests, creating a welcoming and personalized environment. Anticipate and exceed guest expectations through proactive engagement and personalized service.
- **Problem Solving:** Act as a resourceful problem solver, finding creative solutions to ensure guest satisfaction and enhance their overall experience.
- **Communication:** Maintain clear and effective communication with guests, colleagues, and other departments to ensure smooth operations and coordination of guest services.
- **Quality Assurance:** Uphold and enforce company standards, policies, and procedures to maintain a high level of service quality and consistency.
- **Guest Feedback:** Collect and analyze guest feedback through various channels, such as surveys or direct interaction, and collaborate with relevant teams to implement improvements based on feedback received.
- **Team Collaboration:** Work collaboratively with other departments, including Front Office, Housekeeping, Food and Beverage, and Concierge, to provide seamless service and resolve guest-related issues.

Qualifications

- **Education and Experience:** High school diploma or equivalent is required. Previous experience in a customer service role within the hospitality industry is preferred.
- **Interpersonal Skills:** Excellent communication and interpersonal skills with a friendly and approachable demeanor. Ability to build rapport and establish positive relationships with guests.
- **Problem-Solving Abilities:** Strong problem-solving and conflict resolution skills, with the ability to handle guest complaints and resolve issues effectively.
- **Organizational Skills:** Exceptional organizational and multitasking abilities to handle multiple guest requests simultaneously while maintaining attention to detail.

Hiring organization

Sun International

Employment Type

Intern

Duration of employment

3 Months

Industry

Gambling Facilities and Casinos

Job Location

Sandton, Gauteng, South Africa,
2196, Sandton, Gauteng, South Africa

Working Hours

09

Date posted

December 5, 2024

Valid through

02.06.2025

- **Flexibility:** Willingness to work in shifts, including weekends, holidays, and evenings, as per business requirements.
- **Computer Skills:** Proficient in using basic computer applications and reservation systems.
- **Language Skills:** Fluency in English is required. Additional language proficiency is advantageous.

Job Benefits

- **Competitive Compensation:** Sun International strives to offer competitive salaries and compensation packages to attract and retain talented individuals.
- **Health and Wellness:** Employees may have access to comprehensive health and wellness benefits, including medical, dental, and vision insurance coverage. Wellness programs and initiatives may also be offered to promote a healthy lifestyle.
- **Retirement Savings:** Sun International may provide retirement savings plans, such as a 401(k) or pension scheme, to help employees plan for their future and save for retirement.
- **Paid Time Off:** Eligible employees typically receive paid time off, including vacation days, holidays, and personal/sick leave, allowing for work-life balance and time to recharge.
- **Employee Discounts:** Employees may have access to discounts on hotel stays, dining, and other services within the Sun International properties, allowing them to enjoy the company's offerings at a reduced rate.
- **Training and Development:** Sun International may invest in the professional growth and development of its employees by offering training programs, workshops, and educational opportunities to enhance skills and advance careers.

Contacts

- **Visit the Sun International Website:** Go to the official Sun International website (www.suninternational.com) or their dedicated careers page.
- **Explore Available Internship Opportunities:** Look for a section or page on the website that specifically highlights internship or graduate programs. This section may provide details about current internship opportunities and the application process.
- **Review Internship Requirements:** Read the internship descriptions and requirements carefully to ensure you meet the necessary qualifications. Take note of any specific documents or information you may need to provide during the application process.
- **Prepare Your Application Materials:** Update your resume or CV to reflect your education, skills, and relevant experiences. Craft a tailored cover letter expressing your interest in the internship program and explaining why you believe you would be a suitable candidate. Gather any additional supporting documents, such as academic transcripts or letters of recommendation, if required.
- **Submit Your Application:** Follow the instructions provided on the website or application portal to submit your application materials. This may involve filling out an online application form, attaching your resume and cover letter, and providing the requested information.
- **Follow Up:** After submitting your application, you may receive an acknowledgment or confirmation email. If you haven't heard back within a reasonable timeframe, you can consider reaching out to the Sun International Human Resources department or the contact provided in the internship description to inquire about the status of your application.

