



Erasmus+

## ALTIN YUNUS HOTEL (İZMİR/TURKEY)

<b>Hosting Company</b>	<b>Altın Yunus Turistik Tesisler A.Ş.</b>  3215 Sk. No:38 Çeşme / İZMİR <a href="http://www.altinyunus.com.tr">www.altinyunus.com.tr</a>
<b>About Altın Yunus Hotel</b>	<p>Our hotel is one of Yaşar Holding Company foundations located at 80 km west of Izmir, the pearl of the Aegean, Çeşme. The hotel was founded at an area of 140,000 m2 and is one of the largest hotels in Turkey. The construction started up in 1972 and it was completed within a short period of 18 months and opened its doors summer season of 1974. ALTIN YUNUS is the leading first class holiday village of Turkey and the Middle East with accommodation capacity of 1000 persons.</p> <p>ALTIN YUNUS has contributed in Turkish tourism by growing up numerous employees and managers that had been trained at the hotel thus acts as a kind of school so encouraged the development of tourism greatly.</p> <p>It has taken a great and important responsibility in the notice of the country hosting many local and foreign statesmen, large and small international organizations etc. Even today, our system has great importance in Turkish tourism; it was renovated in 2006 and has continues to take service with a modern conception of responsibility.</p>
<b>Field</b>	Front Office
<b>Task Description</b>	<ul style="list-style-type: none"><li>• Greeting guests upon arrival, delivering excellent customer service, at all times; always must be polite when dealing with guests and ability to follow up on guest requests to the end</li><li>• Must follow strictly the telephone standarts established; ensure all the calls are answered in timely, friendly and professional manner; will be attentive to respect the privacy of the information</li><li>• Answering queries from guests, referring them to contact points at which they can obtain further information.</li><li>• Maintaining up to date knowledge on all Hotel events, including Food and Beverage outlet information</li><li>• Liaise with other departments regarding matters arising: e.g. Security, Housekeeping, Technical, Accounting, F&amp;B, etc.</li><li>• Following through the maintenance issues when required</li><li>• Working as a team and commit with the hotel targets</li><li>• Taking, amending and processing reservations in the absence of the Reservations Team</li><li>• Assisting at Reception to perform check-ins and check-outs, under supervision</li><li>• Being well groomed and maintaining correct uniform standards</li></ul>

<b>Requested Trainee Profile</b>	<ul style="list-style-type: none"><li>● Preferably from University's departments of Hospitality Management, Tourism Administration and Tourism and Hospitality Management</li><li>● Knowledge and ability to use Fidelio or eager to learn</li><li>● Fluency in Turkish and English</li><li>● Good knowledge of Microsoft Office Software</li><li>● Ability to work shift system</li><li>● Always well organized and eager to learn</li><li>● Guest oriented</li><li>● Compatible with teamwork</li></ul>
<b>Duration of Placement</b>	<ul style="list-style-type: none"><li>● Minimum 3 months</li><li>● Flexible starting date, preferably the earliest in May or June 2016</li><li>● Deadline: Rolling application until finds the proper candidate</li></ul>
<b>Application Documents</b>	The applications should be sent together with a CV and cover letter
<b>Contact</b>	Applications are required to be sent to <a href="mailto:insan.kaynaklari@altinyunus.com.tr">insan.kaynaklari@altinyunus.com.tr</a>