



Hospitality Industry

Our students support daily operations in hotels, event venues, and hospitality settings by assisting departments like front desk, guest services, events, and administration. Through this work, they gain hands-on experience, build communication and organizational skills, and grow their interest in hospitality.

Common Tasks and Responsibilities

1. Guest Services & Front Desk

- Greet guests and assist with check-in/check-out procedures
- Answer phones and respond to guest inquiries
- Prepare welcome packets and guest information materials

2. Event & Conference Support

- Help set up and tear down event spaces
- Support guest registration, badge distribution, and attendance tracking
- Organize event schedules, menus, or seating charts

3. Administrative Support

- Schedule reservations and appointments
- Answer emails and assist with calendar coordination
- Help track office supplies and maintain organization of files
- Assist with data entry, photocopying, and filing

4. Housekeeping & Facilities Support

- Organize room preparation checklists

- Track and restock cleaning and linen supplies
- Deliver requested items to guest rooms

5. Customer Feedback & Guest Relations

- Collect post-stay or post-event guest feedback
- Help prepare and distribute guest satisfaction surveys
- Assist in tracking responses and flagging follow-up needs

6. Food & Beverage Assistance

- Support setup and cleanup of dining areas or catering spaces
- Help track food inventory or prep materials for events
- Assist with packaging takeaway items or room service orders

7. Translation & Cultural Hospitality

- Translate materials to other languages
- Support communication with non-English-speaking guests



Have another area that could benefit from project-based or day-to-day support? Let's talk about how Cristo Rey Orlando students can help!

