




## CAPA LONDON SAMPLE INTERNSHIP LIST HOSPITALITY




### INDUSTRY DESCRIPTION

London is one of the largest and most visited cities in the world each year and thus the hospitality industry is one that thrives throughout the calendar year. Students seeking placements in hospitality should be open to a range of tasks, showing a flexible approach to workloads. In addition, a professional manner and work ethic will be imperative with the ability to show first class customer service skills with all client interactions. Second languages are often a bonus when working in this field.

### EXAMPLES OF PAST PLACEMENTS

Please note that the following sites are a brief cross-section of current CAPA internship host sites and should not be considered as a guaranteed location for your placement. All internship & service learning placements will be dependent upon each individual applicant's application documents, prior experiences, demonstrated skills and their aspirations and goals.

<p><b>Konditor &amp; Cook</b></p> 	<p>Konditor &amp; Cook is the brainchild of German born 'Konditormeister', or pastry chef, Gerhard Jenne and was founded in 1993. At Konditor &amp; Cook we are highly regarded for our original baking and consistent quality, using organic, free-range eggs and natural butter in all our baking. We are particularly well known for our amazing brownies, legendary chocolate and vanilla Curly Whirly cake and signature Magic Cakes, as well as a full range of delicious cakes and pastries and truly remarkable bespoke celebration cakes.</p>
<p><b>D &amp; D London</b></p> 	<p>D&amp;D London is a group of luxury restaurants, bars and hotels based principally in London, but also with venues in Paris, New York and Tokyo. It was founded by Des Gunewardena and David Loewi (the eponymous D and D) in 2006, following a buyout of Conran Restaurants, which itself was established back in 1991. The company was already central to London's restaurant scene, owning some of the capital's most celebrated restaurants, such as Quaglino's, Le Pont de la Tour, Chelsea's famous Bluebird and City favourite Coq d'Argent. The group also created and owned The Great Eastern Hotel (sold to Hyatt Hotels in 2006 and now rebranded as Andaz) Alcazar in Paris and Guastavino's in New York, among others.</p>

<p style="text-align: center;"><b>Marriott</b></p> 	<p>Marriott International, Inc. is a leading worldwide hospitality company opened in Washington DC in 1927 by J. Willard and Alice S. Marriott. Today, Marriott International has nearly 2,800 lodging properties in 70 countries and territories around the world. This multinational organisation adopts the highest standards of HR operations and procedures.</p>
<p style="text-align: center;"><b>Somewhere New</b></p> 	<p>Somewhere New arranges day trips and weekend trips for international students for service providers and UK universities which are sold via are website, international student fairs and through study abroad office.</p> <p>Somewhere New also arranges short term faculty led study abroad and study tours for university and high school students in the UK and USA.</p>
<p style="text-align: center;"><b>ACE Hotel London</b></p> 	<p>Ace Hotel London Shoreditch hangs its hat in London's most creative, engaged district. A hub for galleries, theatre and design, Shoreditch is home to the Brick Lane Market, landmark creatives and renegade artists from around the world.</p>

### POTENTIAL PROJECT OPPORTUNITIES

Project opportunities will be dependent upon the current needs within the organisation and the demonstrated skills and abilities shown by each intern. It is imperative to remember that project opportunities will develop over time and throughout internship placements. Projects may include but are not limited to:

**Business Development**

**Business & Front-house Operations**

**Client Satisfaction Surveys**

**Creation of Promotional Materials**

**Event Management**

**Events Support**

**F&B support**

**Finance Coordination**

**Research & Data Analysis**

**Reservations**

**Sales/Marketing Presentations**

**Social Media Development**

**Website Development**

**Human Resource tasks**

## TRANSFERABLE SKILLS

It is essential to maximise every opportunity within the internship placements. If tasks and duties are approached in a professional manner, interns can take away additional skills and abilities that will be of benefit to their personal and professional development. Transferable skills sets include but are not limited to:

<b>Accuracy &amp; Attention to Detail</b>	<b>Information Gathering</b>
<b>Administrative Skills</b>	<b>Operational and Logistical understanding</b>
<b>Customer Service</b>	<b>Planning &amp; Organisation</b>
<b>Effective Communication</b>	<b>Stakeholder and Expectation Management</b>
<b>Independent Work &amp; Self-Reliance</b>	<b>Teamwork</b>

## PERSONAL PROFESSIONAL DEVELOPMENT

Through their internship and extra-curricular activities, we work to help students develop the following skills:

1. **Networking:** The ability to intentionally and purposefully connect and interact with others in order to develop professional and social relationships.
2. **Communications:** The ability to receive, interpret and articulate information and ideas effectively.
3. **Remote Collaboration:** The ability to utilise IT resources to connect virtually with others and achieve collective goals and objectives.
4. **Global Perspective:** To develop skills required to live and work in an interdependent world through forming an understanding of connections between one's own life and those of people across the globe.
5. **Cultural Awareness:** To develop an understanding of oneself, others and to embrace and appreciate diverse and complex perspectives, values and beliefs.
6. **Organisation, Time Management and Prioritisation Skills:** The ability to achieve identified outcomes by using your time, energy and resources in an effective and productive manner.
7. **Problem Solving:** The ability to find solutions to difficult or complex issues and to manage moments of uncertainty or ambiguity.
8. **Adaptable:** The ability to adjust oneself readily to different conditions and environments.
9. **Goal Setting:** The ability to identify, form and implement actions that will guide you towards predetermined aims and objectives.
10. **Career Based or Vocational Skills:** The development of specific knowledge or abilities related to an occupation.