

Internships Thailand

Interview Guidelines

Does:

- ξ Inform the hotel interviewer about the learning experience you are looking for. Be creative and try to explain your motivation to do an internship with the hotel.
- ξ Give a convincing reason as to how you chose the location (Thailand) for your internship.
- ξ Speak about your studies in your country, your achievements and also in the same time about your professional experiences.
- ξ Prepare to answer why you are interested in Hospitality and what your career objective is. Also involve why you think that this hotel is a good match for your requirements.
- ξ Speak about your strengths but don't exaggerate in your proficiency and skills. Keep in mind that you are applying for an internship and training, not a permanent employment.
- ξ To keep the interview professional, ensure that the interviewer is the person asking most of the questions.
- ξ Smile and feel good about yourself, you have nothing to lose, only to win.

Don'ts:

- ξ Don't ask too many questions concerning the benefits you will get. Internships Thailand has a contract with the hotel including the hotel's requirements, training plans and benefit package for the intern. If you would like to know the benefits beforehand, please inquire to Internships Thailand only.
- ξ Don't ask questions like how many rooms the hotel has, how many restaurants, etc. You will find all this information on the hotel's website which will be provided to you by Internships Thailand before the interview. Please look through the website prior to the interview and inform yourself well about the hotel's products.
- ξ Don't try to negotiate the benefits, this will give a bad impression. The hotel will think you come to make money or holidays instead of learning and building up a career.
- ξ Don't ask about the visa procedures. Internships Thailand will coordinate all of this with the Human Resources of the Hotel, the Thai Embassy and you once the internship has been confirmed.

What will the hotel be looking at when interviewing you:

- ξ **Your presentation:** be pleasant and awake. Do not look like you just got out of bed.
- ξ **Your attitude towards the interviewer:** let the interviewer have the “upper hand” in the conversation. Reflect your body language, try not to move too much or touch your face, keep the sound of your voice clear and confident
- ξ **Your potential:** do you convince them of your professionalism and performance? Do you “deserve” their training?
- ξ **Adapting to the new environment and culture:** as most of your colleagues will be of other nationalities, it is important that you keep an open mind for other cultures and people from multi-national backgrounds.
- ξ **Dealing with conflicts:** this is not only concerning the hotel's guests but also your future colleagues at the hotel. You have to know how to handle conflicts with other people. Always bear in mind to treat others the way you would like to be treated. Put yourself in the other person's situation and show your understanding and willingness to cooperate.
- ξ **Communicating:** be able to present information and persuade or influence others through speaking and writing. In order to communicate with confidence, make sure you know what you are talking about. Know your role, yourself and the place you would like to be an intern in.
- ξ **Giving a positive energy to the organization:** being proud to be part of the hotel team, taking responsibility towards customer feedback, motivate other members of the team to pull on the same string,... these are qualities which are important because every business is only as good as it's employees and if they are not positive about their organization, how could the customers be?
- ξ **Identifying and solving problems:** you will be giving customer service to your hotel's guests and you will need to know how to handle feedback and control situations within your responsibility with professionalism and confidence.
- ξ **Planning and scheduling:** be sensitive to time constraints, available resources and set realistic implementation goals for your training plan, learning curve and career objectives.
- ξ **Setting goals:** define your internship expectations (learning curve, achievements and personal experience.) and strive for reaching those goals. Talk openly to the interviewer about your wishes and ideas for your own career path and how the hotel can support you.