
MONTHLY
INTERNSHIP

TRAINING PLAN

FEEL THE DIFFERENCE

radissonhotels.com/phu-quoc-resort



FOOD & BEVERAGE DEPARTMENT

First Month	Second Month	Third Month
Sequence of Service for waiter/ waitress during breakfast at Avenue restaurant	Sequence of Service for waiter/ waitress during Lunch/ Dinner a la carte service at Annex restaurant	Sequence of Service for waiter/ waitress at Azure Pool Bar
Buffet line: How to set up for the buffet	Sequence of Service for hostess during Lunch/ Dinner a la carte service at Annex restaurant	Bartender at Pool Bar
Bar set up and service for breakfast buffet	Mis en place and preparation for Lunch/ Dinner a la carte	Pool/ Beach Bar Food Pick up
In room dining - Amenity Set up	Food Pick up	Sequence of Service for waiter/ waitress at Beach Bar
Banquet/ Event - Set up and Service	Bar Set up and service for Lunch/ Dinner a la carte	Bartender Service at Beach Bar

RESTAURANT/ BAR SERVICE INTERN



KITCHEN DEPARTMENT

First Month	Second Month	Third Month
Get to know the job	Continue doing simple tasks in the department	Learn more complex cutting techniques
Get familiar with the archives	Moving items from basement storage to ground floor storage	Utilizing a European Kitchen and Its Equipment Effectively
Learn how to prepare different types of ingredients	Transport items to food service areas	Using Asian stoves and holding the pan properly
Learn how to use kitchen appliances	How to clear and clean food service areas	Preparing dishes according to European menu
Learn how to cut and slice each ingredient for each different dish	How to Use Basic Kitchen Appliances	Preparing dishes according to Asian menu
Start preparing and cutting under the guidance of the official kitchen staff	Guidelines for Effectively Using Equipment Such as Cutters and Bone Saws	Preparing easy dishes that require minimal cooking skills

**KITCHEN
INTERN**



HOUSEKEEPING DEPARTMENT

First Month	Second Month	Third Month
Attend orientation. Familiarize with the housekeeping area, linen room, and pantry	Learn to use vacuum cleaners and basic floor scrubbers. Assist in cleaning hallways and elevators	Learn the names of flowers used in the hotel. Learn how to set up VIP rooms, Honeymoon, and Anniversary decorations
Learn how to use basic cleaning chemicals	Learn how to sort and store linen properly	Assigned to practice room cleaning under light supervision > Evaluate skills for each task (bed, bathroom, amenities)
Observe and assist with check-out room cleaning alongside official staff	Clean rooms under supervision and report completed tasks using a checklist	Support as assigned: laundry, flowers, public areas
Practice basic room cleaning (under supervision)	Attend pre-shift briefings, receive updates, and participate in shift handover	Attend pre-shift briefings, receive updates, and participate in shift handover
Get familiar with the housekeeping trolley. Learn the cleaning sequence for different room types: stay-over, check-in, and check-out	Clean storage areas and housekeeping trolleys at the end of the shift	Clean storage areas and housekeeping trolleys at the end of the shift

HOUSEKEEPING INTERN



FRONT OFFICE DEPARTMENT

First Month	Second Month	Third Month
Observe and learn basic Front Office operations and procedures	Continue to observe and learn Front Office operations and procedures	Review the information of Front Office operations and procedures
Learn about hotel programs and nearby attractions to introduce to guests	Provide basic hotel information to guests	Provide basic hotel information to guests
Assist in greeting guests and directing them to the counter for check-in/check-out	Assist in greeting guests and directing them to the counter for check-in/check-out	Assist in greeting guests and directing them to the counter for check-in/check-out
Serve welcome drinks to guests	Serve welcome drinks to guests	Serve welcome drinks to guests
Observe check-in and check-out procedures under front desk staff guidance (no direct participation)	Review and deepen knowledge of check-in and check-out procedures under front desk staff guidance	Observation & learning the Reservation Process and Billing Functions (observational only)
	Observe phone call procedures and learn how to respond to guest inquiries (no direct participation)	Observation Concierge Operations Overview
	Participate in departmental training sessions during the month	Participate in departmental training sessions during the month

**FRONT OFFICE
INTERN**



ENGINEERING DEPARTMENT

First Month	Second Month	Third Month
Introduce the organizational structure of the technical department and labor safety regulations	Support the inspection and periodic maintenance of equipment: AHU, FCU, air conditioner, water pump, electrical cabinet	Participate with the technician in small improvement projects (if any): energy saving, equipment performance testing
Guide to identify technical systems in the hotel (electricity, water, HVAC, pump, drainage, fire protection...)	Participate in air filter cleaning, electrical safety inspection	Study and present a short internship report on the operating system, improvements, or learning gained during the internship.
Support technicians in daily tasks: check guest rooms, public areas, kitchen	Work directly in the warehouse: support import-export of materials, inventory of consumable materials	Practical assessment of teamwork skills, response to incidents
Participate in recording checklist forms, incident reports	Record and update daily technical log	Complete internal test (if any) and final assessment
Get familiar with the shift handover process, technical call process and work handling	Observe and participate in handling simple incidents under the supervision of technicians	

ENGINEERING
INTERN



REVENUE/ RESERVATION DEPARTMENT

First Month	Second Month	Third Month
Learn about RHG, RBPQ and departments in resort	Continue to observe and learn the reservation procedure	Review the general knowledge of resort
Observe and learn how to communicate as standard	Review on overall of RDPQ and resort's products	Review the reservation procedure
Learn about the hotel terminology and resort's room types and outlets	Practise and involving in handling with partners and clients by providing the resort's basic information	Observe and learn on how to block groups pick up groups
Resort tour and departments tour	Practise making reservation on PMS and send confirmation to guests/ Agency	Practise making FIT reservation on PMS and handle it as official associate
Learn about OTAs and OTAs extranet	Review on OTAs, OTAs extranet and practice answering guests on extranets	Review knowledge of group, pick up group and update all group information
Learn about the promotions (rate, rate codes) and market segmentation	Observe and learn how to handle guests' transport request, extra services via email	Self-evaluating the internship
Learn how to use PMS(Opera), Observe and learn the reservation procedure and how to handle it	Participate in departmental training sessions	Manager review and give feedback on the internship

**RESERVATION
INTERN**



GUEST EXPERIENCE DEPARTMENT

First Month	Second Month	Third Month
Observe and learn basic Guest Experience operations and procedures	Continue to observe and support Guest Experience operations	Review and summarize Guest Experience SOPs
Learn about resort programs and nearby attractions	Provide basic information about resort and surrounding areas to guests	Provide detailed guidance about resort activities and local attractions
Assist in greeting guests and guiding them to the counter for check-in/out	Assist in greeting and preparing VIP welcome package for check-in/out process	Greet and assist VIP guests during check-in/out under supervision
Learn how to order VIP amenities and check VIP room setup	Conduct room & amenity check using checklist	Independently verify VIP setup and report any issues
Learn Radisson Rewards member program	Assist in checking eligibility and logging member info	Explain membership benefits and handle related queries
Observe courtesy call process	Practice simulated courtesy calls and learn how to respond to guest inquiries (no direct participation)	Make real courtesy calls under supervision
Learn about VIP dining and villa meal package information	Draft and send pre-arrival emails with review	Handle real guest pre-arrival communication
Learn how to draft a pre-arrival email/ email etiquette	Assist in providing dining info to guests	Confidently explain and coordinate VIP dining arrangements

GUEST EXPERIENCE INTERN



GUEST EXPERIENCE DEPARTMENT

First Month	Second Month	Third Month
Observe and learn the basic operation procedures of the Guest Experience department	Continue to observe and support daily operations of the department	Summarize and review the department's operation procedures
Learn about resort programs and nearby attractions to introduce to guests	Provide basic information about those to guests	Provide detailed consultation to guests about resort activities and attractions
Assist in welcoming guests and directing them to the check-in counter	Assist in guest reception and prepare check-in/ out procedures	Welcome villa guests during check-in/ out under supervision
Observe and learn the basic rituals and service flow of Butler tasks	Continue to assist and practice Butler tasks under guidance	Independently carry out basic Butler duties and handle guest requests
Learn about the Radisson Rewards membership program	Assist in checking member information (if any)	Provide consultation on membership benefits and assist in answering guest inquiries
Learn about in-room amenities, minibar, and guest preferences	Support personalized services, including welcome setups and special arrangements	Handle service recovery situations with support; report feedback to relevant departments
Shadow senior Butler during guest welcoming and room orientation	Support turn down service and special in-room setups	Assist in guest departure process and follow-up after check-out

**BUTLER
INTERN**



FINANCE DEPARTMENT

First Month	Second Month	Third Month
Getting to know team members and tasks	Familiarizing with Sun, MC, Opera software	Learning more complex accounting entries
Handling warehouse documents	Preparing internal accounting files and investor contracts	Completing payment document sets
Using printer, photocopier, and scanner	Reconciling accounts with customers and suppliers	Performing account reconciliations
Reading and storing contracts	Recording simple entries on draft files	Creating receipt and payment vouchers
Effective communication with colleagues	Continuing basic department tasks	

INCOME & ACCOUNTS PAYABLE INTERN



HUMAN RESOURCES DEPARTMENT

First Month	Second Month	Third Month
Introduction to hotel structure, HR team & policies	Learn & support in recruitment process: job posting, CV screening, scheduling interviews	Introduction to Training procedures
Learn about hotel's Regulations & employee's benefits	Learn & support in on boarding process	Assist in organizing internal training sessions & training reports
Support with basic administrative tasks	Learn & support in off boarding process	Evaluation, feedback and internship wrap-up
Support with timekeeping and attendance tracking for Casual labor & Trainees	Support staff activities and internal communication campaigns	

HUMAN RESOURCES
INTERN

An aerial night photograph of the Radisson Blu Resort Phu Quoc. The image shows a large resort complex with multiple buildings, swimming pools, and palm trees. The sky is a mix of deep blue and orange, suggesting a sunset or sunrise. A semi-transparent blue rectangular overlay covers the left and center portions of the image, containing contact information. The right side of the image shows a closer view of a building and a pool area with lounge chairs and umbrellas.

Radisson Blu Resort Phu Quoc

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