



Internship in SWISS Lounges Zurich (limited 6 months, 80-100%, all genders)

We lead the operation of SWISS's own lounges at Zurich and Geneva airport. This includes guest care, coordinating suppliers, performing quality checks, monitoring agreements & services, feedback management, service & product planning. As an intern you will represent SWISS to our guests, suppliers, providers & internal stakeholders.

Tasks

- Serving as host & representative for guests requests, concerns, complaints
- Supporting our lounge partners in their daily business
- Ensuring the quality of our various lounge products & services
- Product requirement planning (e.g. for F&B, newspapers, magazines)
- Participating in some of the interface meetings with our external and internal stakeholders (passenger handling, gastro, facility management, cleaning, airport, product development, core customer care team)
- Conducting quality checks of all providers
- Planning & supporting events in the lounges, lounge tours & staff training activities
- Performing administrative duties such as maintaining the lounge logbook, answering emails & compiling statistics
- Individual assigned project, from planning until implementation

Requirements

- Bachelor's or Master's Degree or an "HF" Advanced Federal Diploma of Higher Education specializing in hotel, hospitality or tourism management (or similar)
- A very good spoken and written command of German and English; any additional language is an advantage
- Strong communications skills
- Preferably practical experience in the gastronomy field and in quality management
- A well-groomed appearance and very good manners
- Resilient, flexible personality with quick perception
- A customer- and service-minded working approach with hands on mentality
- Very good MS Office skills including Teams

Facts

Location:	Zurich Airport
Employment level:	University Internship
Function:	Other
Working time:	Full time / shift duties (05:30 until 23:00)
Salary:	CHF 2,500.- gross per month for Bachelor and Advanced Federal Diploma of Higher Education students or graduates / CHF 3,000.- gross per month for Master students or graduates
Publishing date:	06-03-2024
Application deadline:	06-17-2024
Starting date:	June 01, 2024 or upon request

Benefits



Attractive company pension scheme



Profit-sharing programme



Subsidized parking or public transport



Company health management



25 days of annual vacation



Nursery



Flight benefits



Remote working



Modern Offices



Diversity programmes



Discounts



Employee and networking events



Paid maternity and paternity leave

Contact

Please apply via our career page swiss.com/career.

The contact person is Roger Geu, Lounges Switzerland.

We are looking forward to your application.

Roger Geu

Lounges Switzerland

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Company

About Swiss International Air Lines AG

It's the little differences that make working at SWISS so appealing. The fact, for example, that we treat every detail with care, see quality in terms of hospitality and view nationality through an international lens. In a similar way, we see variety as richness, a job as an experience and SWISS as a world of inspiration. You, too, will be stimulated in our special working environment – one in which, wherever you are, you'll always feel:

Truly SWISS.... where people matter.

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