Our Cabaña offers a unique programme based in the Girl Guide/ Girl Scout methodology: active, fun interesting and filled with adventures that provide new experiences and explores Mexico’s culture and traditions. With events designed for every aged group, our participants will feel at home, they will also have the opportunity to do service in our community with the help of experienced staff.

Throughout the year, we offer many sessions and international events with various themes like: tradition, adventure, ecology, and gourmet discovery. These events vary in length and content, and they are open for every member of WAGGGS. We also give service to groups in regular, individual or custom events with a “Bed and Breakfast” modality.

We also offer the opportunity for active WAGGGS members around the world apply for internships at Our Cabaña to learn skills that will further their academic or career goals, while contributing to the delivery of our services.

The objectives of Our Cabaña Intern Programme are the same as outlined by the World Centres Committee for any World Centre intern:

* Gain valuable work experience and life skills such as leadership
* Learn about WAGGGS, its MOs, themes, projects, regions and World Centres
* Share the international friendship that Girl Guiding and Girl Scouting offers
* Support Our Cabaña by helping the Centre operate effectively
* Participate/facilitate in activities or workshops relating to community leadership or advocacy
* Experience the unique culture of Mexico, through its traditions, history and people
* Gain an international experience, learn about different cultures through the diversity at the Centre

**Guest Services – Role Description**

Guest Services Interns will develop professional skills while supporting the Front of House team, and other teams through active participation in the daily operation of Our Cabaña.

**Specific Duties**

* Support the delivery of high customer service standards
* Respond effectively and professionally to general queries about Our Cabaña in person, by phone or email
* Support confirming logistic arrangements for events guests
* Check-in guests on their arrival
* Assist the Guest Service Coordinator in preparing invoices and ensuring payments
* Assist the Guest Service Coordinator with the communication with guests
* Bring dedication, enthusiasm, diligence and professional challenges while contributing to the international environment
* Support on all services provided at Our Cabaña to ensure a positive experience for guests
* Support on the supervision of housekeeping and kitchen staff

**Other duties**

* Contribute with creative solutions to increase guest satisfaction scores and guest bookings
* Support as ¨on duty person¨ when required
* Converse with and join guests during dinner, and other joint meals

**Essential Requirements**

* Demonstrable experience on delivering customer service to a high standard
* Ability to speak and understand English and Spanish
* Excellent computer literacy, including demonstrable experience working with Microsoft Office (Word, Excel, Outlook)
* Flexibility to effectively manage in a constantly changing and challenging environment, while being empathic and helpful to others
* Ability to relate to people of all ages and cultures
* Willingness to learn and undergo training when required
* Willingness to work beyond office working hours
* Ability to function under pressure

**Eligibility**

* Applicants must currently be active members of a WAGGGS Member Organization
* The position is subject to visa restrictions

**Reporting to:** Guest Services Coordinator

**Location:** Our Cabaña World Centre, Cuernavaca, México

**Duration:** 6 months

**Interns will have access to**

* Free Shared Accommodation provided by Our Cabaña
* All meals provided by Our Cabaña
* Wireless internet
* Uniform provided by Our Cabaña
* Staff days out and other social outings
* Laundry facilities
* Possibility to apply for a travel grant