



Our Chalet
SWITZERLAND
World Association
of Girl Guides
and Girl Scouts

Kitchen Intern

Our Chalet World Centre

ROLE DESCRIPTION

Responsible to: Kitchen Manager

Location: Our Chalet World Centre

One of WAGGGS (World Association of Girl Guides and Girl Scouts) World Centres, Our Chalet is an international gathering place for members and friends of the World Association of Girl Guides and Girl Scouts, providing opportunities to meet and share experience. Our Chalet offers International Events and seminars and tailor made programme as well as international volunteer and career opportunities in a residential environment.

Role Type: **This is an Internship position.**
3 to 6 months, depending on availability and visa restrictions

WAGGGS Intern Programme Objectives:

The objectives of Our Chalet's Intern Programme are the same as outlined by the World Centres Committee for any World Centre volunteer:

- 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 WAGGGS by helping the Centre operate effectively
- Participate/facilitate in activities or workshops relating to community leadership or advocacy
- Experience the unique culture of Switzerland, through its traditions, history and people
- Gain an international experience, learning about different cultures through the diversity at the Centres
- Be prepared to represent WAGGGS and be more involved in your own MOs

Our Chalet's Intern Programme is supported by the personal feedback and evaluations the Intern will participate in at least three times during the term.

Our Chalet

Hohliebeweg 1, CH 3715, Adelboden, Switzerland

t: +41 (0) 33 673 12 26 f: +41 (0) 33 673 20 82 e: info@ourchalet.ch

www.ourchalet.ch



Role Overview:

- The Our Chalet Kitchen Intern (KI) develops personally and professionally while building skills and knowledge related to kitchen management.
- The Our Chalet KI will develop her professional skills through active participation in the daily operations of Our Chalet World Centre and give service to Our Chalet and to Guides and Scouts from around the world by sharing her skills and expertise.
- The Our Chalet KI brings dedication, enthusiasm, diligence, and professionalism to her role in order to take on personal and professional challenges while contributing to an international environment.
- The Our Chalet KI works with the all teams at Our Chalet to ensure a positive experience for guests by supporting all elements of the guest experience at Our Chalet.
- The Our Chalet KI will assist in the implementation of World Centre's Business plan and World Centre's Strategic Marketing plan with the aim to increase guest satisfaction.

Specific duties:

- **Support high customer service standards**
- **General kitchen duties** including oversight of meal preparation, supervision of volunteers in kitchen, assist Kitchen Manager as needed
 - Keep kitchen areas clean and tidy
 - Cater to special diets
 - Respond to questions from guests about meals and source of ingredients
 - Support high customer service standards
 - Assist in training of Our Chalet volunteers in kitchen duties
 - Take the lead in kitchen during Kitchen Manager's absence
 - Assist with kitchen organization
 - Adhere to Swiss health and safety regulations in all areas of catering
 - Assist with inventory management
- **Other Responsibilities**
 - Attending staff meetings as required
 - Work with the line manager in finding creative solutions to increase guest satisfaction



- Maintain an atmosphere conducive to international friendship, cultural understanding and the values of WAGGGS and Our Chalet
- Ensure the highest standard of guest service to all visitors
- Maintain a positive and efficient working environment for all staff and volunteers
- Serve as 'on duty person' when required
- Serve as 'first aider' when required (if applicable)
- Join and talk to guest during dinner and other joint meals
- Plan and deliver a personal or group project which will enable personal and professional development of the intern as well as benefit the operations of Our Chalet

Kitchen Intern Our Chalet, Switzerland

APPLICANT SPECIFICATION

Competency	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Must be at least 20 years old • Training or Experience in food preparation 	<ul style="list-style-type: none"> • First Aid Certificate • Completed higher secondary level education. Eg, 'A' levels matriculation, 12th standard etc. or equivalent experience
Experiences	<ul style="list-style-type: none"> • Customer Service experience • Work experience with high customer service standards • Guiding/Girl Scouting experience • Work experience – any field 	<ul style="list-style-type: none"> • Have an understanding of WAGGGS and the World Centres • Guiding/Girl Scouting experience at a national or international level • Knowledge of Our Chalet • Work in an international team • Work in a residential environment
Technical Skills		<ul style="list-style-type: none"> • Computer literacy including experience with Microsoft Office (Word, Excel, Outlook)
Communication Skills	<ul style="list-style-type: none"> • Excellent communicator with the ability to effectively inform a wide range of people from different backgrounds and cultures 	<ul style="list-style-type: none"> • Awareness of the importance of timely, open and constructive communication internally and externally

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	<ul style="list-style-type: none"> • Awareness and sensitivity to different styles of communicating • Patient and friendly attitude 	
Languages	<ul style="list-style-type: none"> • High level - Fluent written and spoken English 	<ul style="list-style-type: none"> • Written and spoken German • Written and spoken French • Any additional foreign language skills
ATTITUDES		
	<ul style="list-style-type: none"> • Be able to maintain a positive working environment for all staff and volunteers • Positive and proactive approach to challenges and the intern role • Maturity in work ethics • Emotional maturity 	
ABILITIES		
	<ul style="list-style-type: none"> • Willingness to learn on the job • Willingness to be flexible and patient in a constantly changing and challenging environment • Empathetic and helping attitude towards people • Ensure the highest standards of customer service to all visitors • Be able to relate to people of all ages and cultures • Flexible and adaptable to different situations, events, and guest requests 	<ul style="list-style-type: none"> • Able to efficiently manage personal stress levels • Able to work independently • A self-starter with initiative
ELIGIBILITY TO WORK		
<ul style="list-style-type: none"> • Currently (or in recent past has been), an active member of a Member Organisation of WAGGGS or National Scout Organisation member of WOSM • This is a residential post • The position is subject to visa and work permit restrictions. Applicant must be able to acquire a Swiss volunteer or Student visa (for applicants from outside the European Union). • Applicant should preferably hold a passport of one of the countries of the European Union 		

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Benefits of internship at Our Chalet

- Gain valuable work experience in food preparations and hospitality areas
- Travel Scholarship (to and from Our Chalet combined) up to CHF 500 (more financial assistance may be available on request to the World Centre Manager)
- Health insurance is provided during your stay
- Full Board and Lodging in a shared accommodation will be provided by Our Chalet
- Laundry facilities and linen are provided
- Wireless internet access is available
- Uniform is provided
- Up to 9 days off per month
- Learning about different cultures, customs and countries
- Learning new life skills such as work ethics, leadership and communication skills, trying new activities outdoors and living in an international environment
- Learning about self, about others, about the environment and needs of the society
- Learning about WAGGGS, WOSM and the World Centres
- Support from Long term staff team in planning and delivering personal projects
- Support from Long term staff in gaining wide working experience
- Staff days out and other social outings

How to Apply

The application consists of two parts. You will need to submit the **Word Centers Volunteer and Intern Application Part A** and **Part B**. Both forms are available on our website www.ourchalet.ch

Email your application to: volunteers@ourchalet.wagggs.org

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