

7421 - Chia SU - Reservation Travel Agent Internship in Italy.

Location:	Chia, Colombia
Languages:	English (Advanced)
Fields:	Reception / Reservations
Extra benefits:	Salary of 100-200 €. Includes accommodation. Meals

Description:

Our collaborator is an important hotel chain operating in the 5-star Receptive Segment. It's a collection of hotels, thermal pools in Val d'Orcia and spas and thermal baths in Tuscany and in Sardinia.

Also it represents a unique hospitality experience in Courmayeur that is expressed in two exceptional locations: the hotel, a stone's throw from the cable car and the boutiques in the centre, and the chalet, directly on the ski slopes.

The resource will be supported by the Personal Travel Advisor & Team Leader of the Resort and will take care of the following tasks:

- Respond to all booking requests in an engaging way with the aim of converting each request into a confirmed Booking.
- Make sure that all administrative documents are in order for each booking taken and check that the information is constantly updated accurately in the property management system.
- Control of booking practices and charges through the use of the POS.
- Reporting problems and booking difficulties to the Travel Manager.
- Customer Complaints management and resolution through Travel Manager support.
- Support the hotel team in booking procedures.

Personality and Skills:

- Ability to problem-solving;
- High level of motivation and commitment;
- Highly customer care and goal-oriented;
- Excellent skills in teamwork;
- Good ability to listen;
- Proficiency in using the Office package to produce reports and documents, Internet Explorer and email;
- Good verbal and written communication skills.

Previous study: High School Diploma (in hospitality is a plus), or University's Degree (preferably in Languages or Tourism).

Benefits: 200€/reimbursement of expenses, food and board.