

**3634 - Guest Relations - Reception internship**

<b>Location:</b>	Malaga, Spain
<b>Languages:</b>	English (Advanced)
<b>Fields:</b>	Events, Languages, Hospitality / Tourism
<b>Extra benefits:</b>	Salary of 200-300 €.

**Description:**

Our collaborator is a luxury rental accommodation in Marbella. Considering it one of the top sunny destinations in Spain, the company believes a great rental should take back to genuine customer service, high-end properties and real locals living next door.

We are looking for a warm welcome, a happy smile, a positive attitude, a pro-active person who is passionate about delivering excellence in guest service. If you are looking for a unique opportunity to develop your professional skills in hospitality, then this company is your best option.

**Responsibilities**

- In charge of the guest relation since a reservation is confirmed until the departure.
- Send guests pre-arrival information and assist them with any need/doubts they may have via email, telephone, and WhatsApp.
- Coordinate check-ins at our office or in the house and make sure all information is well delivered and explained.
- In communication with housekeeping/maintenance to control those properties are clean/well prepared when the new guests are coming.
- In charge of keys collection and track the keys report guaranteeing all keys are controlled.
- Follow up daily calls and emails. Provide an answer within 24 hours.
- Responsible for the closing cashier
- Being knowledgeable of information on the properties and surrounding areas

**Requirements**

- Related studies or previous experience in the hospitality and tourism industry
- High level of English is a must
- Other languages as an asset
- Strong communication skill, pro-active, customer service oriented
- Driving license is essential (for our scooter)
- Professional appearance and manner
- Minimum 6 months internship

**Internship benefits**

300 € per month

**Internship hours**

40 hours per week changing schedules

**Location**

Puerto Banús, Marbella

## 3583 - Booking and Customer Service position in Barcelona, Spain

Location:	Barcelona, Spain
Languages:	English (Advanced)
Fields:	Business, Hospitality / Tourism
Extra benefits:	Salary of 200-300 €.

### Description:

Our partner is an international real estate agency that is looking for interns in their customer relations department. Based in Barcelona, the beautiful capital of Catalunya, the company is characterized by professionalism and a good reputation, combining apartment rental with a wide variety of extra services, in order to make the customers' stay as comfortable as possible. Focused on customer satisfaction, their friendly team is delivering the best service, always wearing a smile.

You will become a part of this team and help them in their everyday activity while developing your professional and interpersonal skills and gaining hands-on experience. They don't have a reception per se. We have representatives who operate outside the office to meet their guests at the apartment, so they would be interested for you to make an internship in their office with them.

### BOOKING AND CUSTOMER SERVICE POSITION

#### Tasks:

- Replying to email requests from prospective clients/guests (in English and Spanish).
- Replying to emails from clients/guests with reservations (in English and Spanish).
- Answering phone calls to clients (in English and Spanish).
- Managing testimonials from guests.
- Occasional studies as needed (regarding competitors' prices, etc.).

#### Requirements:

- High level of English (written and spoken)
- Other languages as French and/or Spanish is a plus
- Good communication skills
- High motivation and versatility
- Availability for minimum 6 months
- Ability to get a training agreement from your university

**Starting date:** 10th of December. Duration 6 months.

**Internship hours:** 38 hours per week.

Tuesday to Friday 09:30-18:30 (minus 1 hour lunch at 13:00), Saturdays 10:30-17:30 (minus 1 hour lunch).

**Benefits:** 300 EUR/month, 2 days holiday/month

## 3550 - Luxury Villas & Travel B2B account management

Location:	Barcelona, Spain
Languages:	English (Advanced)
Fields:	Hospitality / Tourism
Extra benefits:	Salary of 200-300 €.

### Description:

Our collaborator company is specialised in vacation rentals with an existing presence in Asia. They are expanding their current team with an office in Barcelona and they are looking for proactive and enthusiastic interns for a very immersive, multi-tasking experience within their multi-lingual team.

#### Tasks at the company:

- Continuous research for new booking partners and set up of agency agreement
- Plan, prepare and deliver regular email newsletter in multiple languages (EN, CN, RU) on a weekly basis
- Update management systems and other extranet with information as relevant
- Plan, prepare and deliver regular blog articles for some clients and or the company
- Coordinate with the membership team about the release of special offers, new properties
- Contribute to update our social media and marketing strategy to expand the online visibility of the brand and membership (management of such strategy will be dealt with separately)

#### Requirements:

- Spoken and written English proficiency is a must
- Minimum 6 month, up to 12 month;
- Candidate must be autonomous, able to take on responsibility and able to work on several projects simultaneously
- Studies related to tourism or experience related to tourism management (real estate experience, experience in a tourism agency)

#### Conditions:

- 300€ monthly for the first 3 months, 600€ after this period.
- Location in a co-working space in Barcelona

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### 3529 - Multidisciplinary Internship - HR & Support

Location:	Barcelona, Spain
Languages:	English (Advanced)
Fields:	Human resources, Business
Extra benefits:	Salary of 200-300 €.

#### Description:

Our collaborator is an online operating company in Barcelona. They are offering a platform where people can find apartments all over the world. You will be working with the marketing director of the company and help with the daily activities. They will provide you everything you need to know about marketing on the B2B level (online and offline Marketing).

#### Desired profile

- You show a professional approach and good understanding about the office environment.
- You are not only a good team player, you enjoy being surrounded by international colleagues and love to be part of multicultural company.
- Want to participate in a team where you can learn but also contribute with your ideas!
- Start-up atmosphere with frequent changes is challenging for you.
- You are interested in SaaS solutions companies and e-commerce solutions.
- You like administrative, customer service, marketing and human resources tasks.

#### Tasks

- Attending phone calls and e-mails from clients & visitors.
- Development of the internal knowledge database.
- Support resolving queries, tickets and issues from clients.
- Assistance to the marketing team launching campaigns, correcting articles and doing translations.
- Support for the Talent area helping with recruitment tasks and internal development.
- Daily office management tasks.

#### REQUIREMENTS

- 5 months duration. 35 hours per week
- English language is a must. Another language like Spanish, Italian or French would be a plus

#### Benefits

- 300 € per month
- Gym discounts.
- Office located in the sunny Barcelona and close to main metro stations.
- We bring the food on Fridays! We also offer you free coffee tea and fruits.
- Possibility to join the company as an employee after the internship period.

### 3359 - Reception internship, Malaga

Location:	Malaga, Spain
Languages:	Spanish (Intermediate) and English (Intermediate)
Fields:	Hospitality / Tourism
Extra benefits:	Salary of 200-300 €.

#### Description:

Our collaborator is a leisure travel company from Málaga, letting out the best holiday flats in metropolitan Málaga and Torremolinos. With over 60 fully furnished and equipped flats, they are currently looking for people to join their team.

The company have two vacancies available, the first a Marketing internship and the second a Reception internship.

#### Reception internship

##### Main tasks:

- Customer Support.
- Welcome to clients, check in/ checkout.
- Accompany clients to their apartments.

#### Requirements:

- Essential command of the English language and basic level of Spanish
- A third language is recommended, although not necessary.
- minimum 5 months

#### Benefit:

- 300€ monthly

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## 1085 - Kindergarten internship in an international center for children in Barcelona, Spain

Location:	Barcelona, Spain
Languages:	English (Advanced)
Fields:	Education / teaching
Extra benefits:	Salary of 100-200 €.

### Description:

#### Company Description:

An international language center for children, situated in Barcelona, is now looking for a person with a good level of English to help the staff to take care of our little friends. Several languages are spoken in the center. The children are mostly babies from 0 to 6 years old.

#### Tasks:

- Taking care of children together with two qualified teachers
- Make a difference by helping children to learn in multicultural environment at an early age!

#### Requirements:

- Excellent level of English
- Get along with children
- Enthusiastic about the job
- Studies related to education for children

**Internship hours:** 9am to 5pm, from Monday to Friday

**Benefits:** 100€/month

**Length of the internship:** Open positions all year long, minimum period is 2 months (August closed).

## 2783 - Public Relations internship in 5\* Hotel and Spa Resort in Lanzarote

Location:	Lanzarote, Spain
Languages:	Spanish (Intermediate) and English (Intermediate)
Fields:	Hospitality / Tourism
Extra benefits:	Salary of 400-500 €. Meals

### Description:

Our collaborator is a high quality 5\* Hotel Resort and Spa in Lanzarote (Canary Islands), which combines luxury with comfort and good service. Its location, facilities and luxury service, make this hotel one of the bests in the island!

They are offering to their interns the opportunity to gain invaluable experience, enjoyable working atmosphere with great team members and ability to meet people from all over the world!

Do you want to have a memorable experience that makes a before and an after in your professional development? Do not lose this opportunity!

#### Public relations position

##### Tasks:

- Customer service
- Coordinate all public relations activities
- Good English and Spanish

##### Conditions:

- Accommodation and meals.
- 300€ monthly.
- 40h/week.

## 732 - Spa Reception internship in 5\* Hotel and Spa Resort in Lanzarote

Location:	Lanzarote, Spain
Languages:	Spanish (Intermediate) and English (Intermediate)
Fields:	Hospitality / Tourism
Extra benefits:	Salary of 400-500 €. Includes accommodation. Meals

### Description:

Our collaborator is a high quality 5\* Hotel Resort and Spa in Lanzarote (Canary Islands), which combines luxury with comfort and good service. Its location, facilities and luxury service, make this hotel one of the bests in the island!

They are offering to their interns the opportunity to gain invaluable experience, enjoyable working atmosphere with great team members and ability to meet people from all over the world!

Do you want to have a memorable experience that makes a before and an after in your professional development? Do not lose this opportunity!

### Spa reception position:

#### Tasks:

- Customer service, in person and by telephone, providing information of treatments, times, prices
- Reservation organization of the therapists
- Cashing Management
- Reception store cleaning
- Wardrobe cleaning at peak times
- Reception maintenance
- Good Spanish and English
- At least a2 in either italian, german or french

#### Conditions:

- Accommodation and meals.
- 300€ monthly.
- 40h/week.

## 559 - 200€ Paid front desk and marketing internship position in Barcelona, Spain

Location:	Barcelona, Spain
Languages:	Spanish (Beginner) and English (Intermediate)
Fields:	Business, Hospitality / Tourism
Extra benefits:	Salary of 200-300 €.

### Description:

Our collaborator is owner of physical adventure game in which participants needs to solve series of puzzles, find clues and solve the problem within a set time limit. It is a fast growing company that has new places all over the world. With a new, talented and enthusiastic team they offer a cool experience, guests from around the world and a chance to realize their own ideas.

#### Tasks:

- Welcoming guests
- Guide them through the Rooms
- Social Media
- Organize marketing activities
- Booking assistant

#### Requirements:

- Friendly and enthusiastic
- Passionate about what they do
- Fluent English
- Spanish is a plus
- Any additional European language is a plus
- minumum duration 4 months

#### Internship hours:

Shifts starting from 9:30 or 15:30

#### Benefits:

200€ /month

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