



## 6 Month Tourism and Hospitality Internship (AQUTO2802)

### **PLEASE READ CAREFULLY BEFORE CONTINUING.**

European Student Placement Agency, Ltd (ESPA UK) is a recruitment agency whose goal is to find high quality internships for European students in the UK. We work closely with our host companies to ensure the positions provide the candidates with a great experience, both professional and personal.

**REQUIREMENTS:** ESPA vacancies are open to all EU passport holders able to travel to the UK for an educational work placement, without the need for visa documents. You have to be a registered student and/or have Erasmus+ status to be eligible for our internships. Any student who is unsure of their situation should check with their university before applying. Non-EU students can also apply if they are studying in the EU and can get an Erasmus+ grant/status for the entire length of the internship.

**BENEFITS:** All ESPA's services are **free** for students and alumni. The benefits are:

- 1) Paid Accommodation.
- 2) Paid Utility Bills (electricity, gas, water and council tax) + Internet Access
- 3) Commuter travel to work (accommodation will be found within an acceptable commuting distance from the workplace, if that requires more than a sensible walk then a bus/train ticket will be provided).

This will be sourced and managed on your behalf by ESPA. **These benefits have an approximate value of 700€-1000€ per month (depending on location).**

There is no salary over and above the benefits offered, unless specifically stated.

To know more, please visit: [www.espauk.com](http://www.espauk.com)

## The Host Company

Ideally situated in Bath, one of the most historical place in UK, this host-company, under new corporate management, a renewed energy is being infused at all levels and all aspects of hospitality, guest services and comforts. All systems and booking engines have been upgraded to incorporate the latest PMS and channel managers in the industry like Littlehotelier and Siteminder

## Role

We are seeking an intern who would be able to create the right synergy in quick time, using the tools in place. The right candidates will be computer savvy with complete knowledge of web based platforms, familiar with SEO – who is hard-working, organised, creative, and above all passionate about customer service and willing to learn and adapt. You must be able to work in a high-pressure, high-turnover environment, have excellent interpersonal and communication skills, and be a team player. Whilst the job will demand that you can work a flexible schedule, including weekends and public holidays, the standard working hours will be 10 am to 6 pm.

## Duration

6 months

## Location

Bath. A world-heritage city in the South West of England which hosts two great universities. It has wonderful cultural experiences and is just 1.5 hour train journey from London and a 15 minute train journey from the vibrant city of Bristol.

## Languages

Good spoken and written English level is required (B2 onwards).

## Start date

As soon as possible

## Tasks

- Deliver excellent customer service and exceed customer expectations
- Manage room's bookings
- Manage online presence, including website, social media and booking/ reviews websites
- Be aware of all services/events in the hotel and be hands on helping accomplish an excellent service
- Ensure that the total appearance of the Hotel creates a professional impression
- Ensure the Hotel operates effectively
- Maintenance of the hotel rooms and working areas
- Willingness to work within a very flexible timetable, due to the nature of the role.

## Personal Skills

- Passion about hospitality/guest oriented
- Educational background related to Hospitality, Tourism, Hotel Management, Public Relations or similar.
- Ability to work under pressure.
- Good customer service skills and very strong communication skills and ability to be a team player
- Outgoing and service minded attitude
- Superb attention to detail
- Flexibility with hours
- Hands-on, pro-active and energetic attitude
- IT skills.

## How to apply

**STEP 1)** Please, register with us at <http://www.espauk.com/students/student-registration/>

**STEP 2)** Please, log in to your account in <http://www.espauk.com/students/student-application/> and then click on the button **APPLY** next to the vacancy name.

If you have any problems applying for this vacancy please email us at: [apply@espauk.com](mailto:apply@espauk.com) and in the subject please indicate the Name + the code of the vacancy you have issues to apply to.