



## INTERNSHIP OPPORTUNITY- MEDITERRANEAN SPEAKING GROUPS DEPARTMENT

### About the Abbey Group

Head quartered in the heart of historic Dublin, the Abbey Group is one of Ireland's longest established and best known Incoming Tours operators. The Group was founded in 1978 when Abbey Ireland was launched. Today the group has expanded its services in Edinburgh and London. With over 160 permanent staff and with overseas representatives in ten key markets, we are recognised as the market leader within our sector. The Group has four divisions specialising in specific types of inbound tourism

- Group Tours
- Individual & Online Travel
- Incentive & Luxury leisure travel
- Association Conferences & Events

### Number of employees

Total for the group - 160

(The trainee will be based in our Dublin office which contains about 90 employees.)

### Tasks

The intern would assist with some or all of the following duties:

- Help to develop and maintain strong relationships with both existing and potential clients.
- Daily communication with our overseas clients and/or suppliers, both here in Ireland and in Scotland
- Co-ordination of a variety of arrangements for tour groups within specific time restrictions – making reservations, creating & updating group itineraries, making required amendments when changes to the clients programme occur, invoicing, communication with tour guides and coach companies etc.
- Preparation of client itineraries and their associated costing.
- Full utilisation of the Tourplan software to generate all client quotations and subsequent follow up and to ensure that the confirmed proposal is accurately reflected on Tourplan.
- Help preparing material for any agreed sales and marketing activities
- Help with any admin work (e.g. translations) needed during quotation/follow up/confirmation process.
- Research markets, clients, programs as the need arises and as assigned by your Manager/ Director.

Any other duties as assigned from time to time by your Manager or Director (and this could be in another Department within the Abbey Group).

**Skills needed/requirements**

- Students must be enrolled at an educational institution and/or complete this internship as part of their studies
- Fluency in English and Italian / Spanish / Portuguese language
- Excellent team work skills
- Good communication and organizational skills
- Good basic key board skills and proficiency in Microsoft office
- Ability to manage time effectively and meet deadlines

**Skills to be acquired**

- Understanding the reality of our business and exposure to the Tourism Industry in Europe
- Understanding our key markets and clients, how we develop and operate our business, our marketing strategy
- Gaining knowledge about tourist attractions/products we offer to clients/trends
- Improving Communication skills and team work skills
- Improving organisational skills, leadership skills, ability to work on own initiative, learning our tour operating system and develop their IT skills
- Improving fluency in English language both written and oral

**Duration of the internship**

minimum 4 months

**Office languages**

English

**Location**

Dublin

**Financial support**

€ 300 per month

**Office hours**

Monday-Friday 9:00am-5:30pm.

Please send your full application to [hrdepartment1@abbey.ie](mailto:hrdepartment1@abbey.ie)