

ERASMUS internships offer by the consortium EDUCA

HOTELES BBB GESTION HOTELERA 2018 SL

EMPLOYER INFORMATION	
Receiving organization (name, address)	HOTELES BBB gestión hotelera 2018 SL Calle Antonio Ramos Carratalá 1, Benidorm, Spain
Short Description of the organization/company	Hoteles BBB is a hotels management company, situated in the centre of Benidorm, Spain
Contact	educaops@gmail.com
PLACEMENT INFORMATION	
City, State	Benidorm, Alicante
Description of activities the student will be involved in	<p>The main tasks to work on will be:</p> <ul style="list-style-type: none"> *Perform all check-in and check-out tasks *Manage online and phone reservations *Inform customers about payment methods and verify their credit card data *Register guests collecting necessary information (like contact details and exact dates of their stay) *Welcome guests upon their arrival and assign rooms *Provide information about our hotel, available rooms, rates and amenities *Respond to clients' complaints in a timely and professional manner *Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs *Upsell additional facilities and services, when appropriate *Maintain updated records of bookings and payments <p>Hotels reception is open 24 hours a day, 7 days a week, the shifts are organized as morning, afternoon, night and supportive shift.</p> <p>The trainee will be given an initial training and will be supervised by tutor during all the traineeship. The trainee is expected to follow rigorously the rules and guidelines of the company. The trainee also is expected to be self-organized and able to work independently.</p>
Department / Function	Front desk and reception trainee
Duration	2 - 6 months
Working Hours/Weekly Hours	Full time

Help with finding Accommodation or any other Contributions or help from the organization	Accommodation provided by receiving enterprise
Other	Incentives on performance offered

REQUIREMENTS	
Trainee	Student, graduate
Computer skills	Windows, Open Office, Internet Explorer
Oral and written language skills	Spanish, English
Drivers license	Not required
Other requirements	Interest in tourism, positive attitude
Work areas	<ul style="list-style-type: none"> • Customer service • Administrative tasks • Management and coordination among departments

Experience of our participants are found on our website www.educaops.eu
For more information don't hesitate to contact your Erasmus coordinator or Educa o.p.s.