



## INTERNSHIP OPPORTUNITY- OPERATIONS 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 140 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 - 140

(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:

- Daily communication with suppliers in Ireland and the UK - the role is logistics-focused; trainees are required to liaise with the group account handlers and suppliers
- Sending documentation to suppliers for tour groups, creating technical itinerary documents for confirmed tours, preparing and sending rooming lists to hotels.
- Sending bookings, amendments and cancellations for visits and lunches to suppliers
- Help with any admin work as required, may include sending contracts to Irish suppliers or assisting other departments
- In collaboration with different language departments i.e. German, French, Mediterranean, English and Nordics, non-English speakers trainees assist with ensuring that all Tour guides, coach companies and overseas tour leaders have the necessary and correct documentation in order to manage and run their touring groups effectively.
- Responsible for updating the database with the correct details.
- Responsible for tasks specifically assigned to each individual by the manager apart from shared task within the department
- Assisting in training of the successor
- May be required to cover our Front Office Reception

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 both spoken and written - additional language is a great advantage
- 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 5 months (preferably 6 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)