



Travel Services Europe
Barcelona
Ronda San Antonio, 36-38 3^o-2^a
Barcelona 08001
Tel.: +34 93 356 8292

ABOUT US

Travel Services Europe belongs to the American tour operator Europe Express, based in Seattle, U.S. and operates as their local DMC. We specialize in incoming group and FIT tourism and operate in all major European destinations.

We have established a strong network across Europe, which enables us to offer competitive rates for quality hotels and services. Combined with our purchasing power, we are able to secure allocations in hotels throughout the continent at the most competitive market prices, to provide the best value, and the ability to offer our clients an efficient and fast service.

The head office of Travel Services Europe is Europe Express www.europeexpress.com, an American Wholesale Tour Operator providing first class service to travel agents and consumers with individual and group travel vacation packages to destinations worldwide.

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THE BARCELONA OFFICE OF TRAVEL SERVICES EUROPE IS COMBINED OF THE FOLLOWING DEPARTMENTS:

FIT RESERVATIONS DEPARTMENT

The FIT Team work closely with the EE Accounts Team, EE Product Team, EE After Sales Team and the EE Reservations Team. We are responsible for assisting FIT passengers while travelling and following up with any customer service issues or questions. We also work closely with our contracted hotels and sightseeing suppliers with questions connected to the reservations.

CONTRACTING DEPARTMENT

- Hotel FIT Contracts – negotiation of prices and room allocations, goal is to obtain the best prices on the market and best booking conditions for the company.
- Marketing campaigns (eg Groupon) - negotiation of rates and space - searching for the most competitive prices available to be then added to our packages.
- Group hotel contracting. Based on EE sales team quotes, we are given a price point to confirm groups. We search for Hotels that fit the requirements of the client and on or below Budget, negotiating all terms and conditions including payment and cancellation deadlines
- Represent the company at European Product Buying Trade Shows
- Contracting trips to our destinations to find new products and to strengthen relationships with our existing suppliers.
- Resolving disputes between supplier and company (payments, booking issues)

GROUP OPERATIONS DEPARTMENT

- Fine tune the itinerary and logistics prior to travel to make sure all timings work for coach driving distances.
- Book all the components of the Travel Itinerary – coaches, restaurants, museums, entrances, local guides, tour managers, hotel rooming lists.
- Negotiate pricing and conditions with suppliers for their services to help maintain good profit margins on the groups.
- Updating pricing and supplier information in Softrip with all the finalised pricing
- Controlling and authorising payments to suppliers in connection with the group.
- Passing final confirmation details to all suppliers
- Preparing supplier vouchers
- Reconfirming all services before group arrival
- 24 hour emergency contact for all groups travelling to Europe



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We aim to provide the intern with a wide range of experience and offer the opportunity to be part of our young & international team. We will ensure all the necessary training and support, to meet the expectations of the intern. The intern will be assigned to the corresponding department as agreed per contract, but may be given the opportunity to be cross trained in other departments.

INTERNSHIP – GROUP OPERATIONS

An internship in the group operations department includes the following two main areas:

- **Assisting the operator in organising group travel, which involves:**
 - coordinating all logistics of the group – before & during travel
 - confirming rooming lists and details to hotels
 - arranging coaches, assistants, guides and entrances
 - dealing with suppliers in all European countries
- **Negotiating hotel group rates & availability**

INTERNSHIP – CONDITIONS:

- Starting date: February or March 2022 (dates flexible)
- Duration: 6 month
- Working hours: 40 hours per week
Monday – Friday: 9:30 am – 18:30 pm
(including 1 hour - lunch break)
- Dress code: casual clothing
- Vacations: at the discretion of the manager the intern can take days off work
(max. 2 days per month)
- Remuneration: 500 EUR gross per months
- Costs for intern: Arrival & departure in Barcelona
Accommodation for the duration of the internship
General Living Costs