

About the Abbey Group

The Abbey Group is an established and fast-growing Destination Management Company dedicated to selling the destinations of Ireland and the UK to the International travel trade on a B2B basis. The Group has offices in Dublin and Edinburgh with a remote team presence across Ireland, the UK and a number of European countries. Today, the group consists of Abbey the Destination Experts (Ireland and UK), Abbey Conferences, Abbey Events, and Moloney & Kelly Ireland and UK.

The Group has five divisions specialising in specific types of inbound tourism:

- Group Travel
- Individual & Online Travel
- Incentive & Luxury Leisure Travel
- Conferences
- Events

Tasks for the North European Groups Department (German/Nordics-Non English) Customer Care

The Customer care role involves the customer service function for Ireland groups and some in the UK as required within the Groups Department to which you are assigned. Key to this is to ensure that group operation requirements for the department run smoothly and in a timely fashion.

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

- Help developing and maintaining strong relationships with both existing & potential suppliers.
- Daily communication with suppliers. Good command of English will be a requirement of the role.
- The role involves the 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, communication with tour guides and coach companies etc.
- Full utilisation of the Tourplan system (our tourism software system) to generate all supplier communications, also ensuring that the confirmed proposal is accurately reflected in Tourplan thereby facilitating a smooth and accurate accounting process.
- Cover of front office reception as assigned.



- Assisting the Abbey Group with its environmental and responsible tourism initiatives.

Flexibility is required as the position may also extend to cover support in any of the Company's other departments as the need arises.

Skills needed / requirements

- Fluency in English and German language
- Good basic key board skills and proficiency in Microsoft office
- Excellent team work skills
- Ability to manage time effectively and meet deadlines
- Good communication and organizational skills
- Requirements- students must be affiliated with college/Educational institution /Erasmus/Leonardo Da Vinci etc. or this internship is part of their studies.

Skills to be acquired

- 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
- Exposed to the tourist attractions/products we offer to clients/trends
- Communication skills and team work skills
- Organisational skills, leadership skills, ability to work on own initiative, learning our tour operating system and develop their IT skills
- Improve English language both written and oral

Duration of the internship Minimum 5 months - ideally 6 months	Office language English & German
Location Dublin	Financial support € 600 per month

Office hours	Monday-Friday 9:00am-5:30pm
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Please send your full application to hr1@abbey.ie

