

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 Operations Department

The Operations Department at the Abbey Group is a dynamic team whose main area of responsibility is ensuring services for our Groups are booked accordingly.

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 the intern's successor
- 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 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
- 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
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

