

Abbey Irleand & UK Scotland Office

The company

Type of business

B2B Destination Management Company
Clients are usually Tour Operators in European or Worldwide locations, which feature Scotland in their travel brochures

Professional work trainee will get experience in

Customer Care Department

Trainee's profile

Languages required

Italian mother tongue (excellent Italian written and oral communications skills)
Fluent in English (B2/C1 level)
Fluent in Spanish preferable (B2/C1 level)

Faculty

Bachelor degree (Tourism / Languages and Communication related are preferred)

Computer skills

Computer literate, familiar with Microsoft Word, excel and Outlook

Job description

Job content

- Assisting primarily in the day to day work of the Customer Care department (handling travel arrangements for groups to UK).
- You will mostly be assigned to assist an account handler, who manages the Mediterranean market (in particular Italian and Spanish-speaking markets).The account handler(s) and the Customer Care Manager will direct you with the tasks with which you are to assist. You may also assist other permanent staff if necessary, such as our Operations Department, which makes high volume of service bookings and works closely together with Customer Care department.
- Communicate by telephone, email, fax with customers (Spanish/French/German/Italian/English as applicable).
- Communicate by telephone, email, fax with suppliers (mostly in English):
- Good focus and attention to details are very important in our job.
- You are required to recognise and keep confidential any sensitive information, which you handle during your work, including our internal business affairs and details about our customers (and subsequently their clients)

OTHER DUTIES which you will receive direction on:

- Navigate our booking system, which you will use on a daily basis.
- Read customer files and summarise what needs action.
- Calculate distances to correct travel itineraries and to recognise if changes are feasible against existing plans. Create timed itineraries.

Notes

- Use resources, which can help you (internet, local maps, our database of suppliers).
- On occasion, you may have to negotiate a service arrangement and price with suppliers.

All candidates must also exhibit motivation to learn in a fast-paced and ever-changing environment and the ability to work as part of a team.