



## 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:

- Sending documentation to suppliers for tour groups, create and update technical itineraries for tour groups, and prepare and send rooming lists to hotels.
- Sending contracts to Irish suppliers.
- 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.
- May be required to cover our Front Office Reception
- Responsible for tasks specifically assigned to each individual by the manager apart from shared task within the department
- Assist in training of the successor
- Help with any admin work as required, sending bookings, amendments and cancellations for visits and lunches to suppliers
- Daily communication with suppliers - the role is logistics-focused; trainees are required to liaise with the group account handlers and suppliers.
- Ability to manage time effectively and meet deadlines.
- Excellent team work and organisation skills.

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

- Fluency in English - additional language is a great advantage in German/Italian/Spanish/French
- Good basic key board skills and proficiency in Microsoft office
- 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 (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)

