



## INTERNSHIP OPPORTUNITY- FIT DEPARTMENT

### About the Abbey Group

Headquartered in the heart of historic Dublin, the Abbey Group is one of Ireland's longest established and best-known Incoming Tour Operators. The Group was founded in 1978 when Abbey Ireland was launched and later expanded its services to the United Kingdom with an office located in Edinburgh. With 200 staff and 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 - 200

### Tasks

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

- All aspects involved in the Company's individual travel programme development and the handling of their associated product requirements including booking hotel and other tourism product supplies where necessary.
- Dealing with overseas Tour Operator partners on bookings and also where appropriate and necessary their clients when on holiday in Ireland.
- Preparation of client itineraries and their associated costing.
- Preparing client documentation packs, distributing them to the agreed pick-up point and ensuring the smooth operation of the FIT booking prior to and during their stay in Ireland.
- General office duties including booking confirmations, filing, processing reservations including the preparation of client vouchers and invoices through the Company's reservations system (Tourplan).
- Cover of front office reception as assigned
- Assisting the Abbey Group with its environmental and responsible tourism initiatives

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 language
- 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

**Office languages**

English

**Location**

Dublin

**Financial support**

€ 500 per month

**Office hours**

Monday-Friday 9:00am - 5:30pm.

Please send your full application to [hrdepartment1@abbey.ie](mailto:hrdepartment1@abbey.ie)