

# PRAKTIKUM IN LONDON



## OPERATIONS INTERNSHIP

REF. No. 1144

### About us

We are an independent specialist Tour Operator offering an extensive range of services for groups travelling to London and the rest of Great Britain. Our offers are tailor made and will range from city breaks, incentives, UK coach tours, student breaks and special cultural events as well as football groups. We combine high standard of service with competitive pricing. We are the number one contact for incentive enquiries. Our clients are tour operator from France, Germany, Canada, Austria and Switzerland.

### Number of employees

20+

### Tasks

- To update TourPlan with confirmations from suppliers and lost business (with clear explanation for rejection)
- To acknowledge all amendments and changes from clients
- To make service reservations as per the client's requirements in accordance to their deadlines and to deal with their queries in a timely manner
- To edit all the documents necessary for the groups
- To resolve problems on same day whilst groups are traveling
- To negotiate the best possible rates with suppliers (contracted and non-contracted).
- To ensure that the correct services are booked at or under the budget and inserting information into Tourplan
- To maintain close communication with the relevant suppliers at all times on the progress of the bookings
  - Number of passengers on the tours
  - Reservation of services
  - Options and deadlines
  - Payment agreements
- To process supplier's invoices within 48 hours of receipt and to resolve invoice queries within 1 week

### Duration of the internship

6 months

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## Office languages

English, French, Spanish, German

## Location

London

## Financial support

£300 per month with an extra bonus of £300 at the end of their internship.

## Office hours

Monday to Friday, 9 am – 6 pm or 8am – 5.pm