

## 7478 - Paid Front desk and Administration Internship in Barcelona

<b>Location:</b>	Barcelona, Spain
<b>Languages:</b>	English (Advanced)
<b>Fields:</b>	Public Relations, Business, Reception / Reservations
<b>Extra benefits:</b>	Salary of 100-200 €.

### Description:

Our partner is a bike rental shop in Barcelona, part of an international group based in the Netherlands, with more than 20 years on the market, offering a wide range of bike rental models (city, mountain, road, folding, electric, tandems) and added value services like guided bicycle tours, delivery and pick up service and bike rental stations in partner hotels in the city.

The shop is conveniently located in the old city centre, next to las Ramblas and the old harbour. The shop is open from Monday to Sunday and all through the year. The shop targets corporate or private customers coming in directly or through reservations taken either online or by phone (whatsapp).

### Mission

To offer travellers visiting Barcelona the best possible touristic mobility experience in Barcelona.

### TASKS

The intern will attend customers coming to the shop, provide information, procure rental contracts, process payments, hand and receive rental equipment. The student will follow up and update reservations, daily income spreadsheets, stock control and customer online reviews. The intern will be working under the supervision of the General Manager providing permanent feedback on the assigned tasks.

- Customer handling: providing general information to customers regarding reservations, bike availability, prices, rental conditions, guarantee deposit required, security tips, places to visit, etc.
- Rental contract procurement and rental equipment handling.
- Income and stock control.
- Customer requests follow up, reservations and online reviews

### REQUIREMENTS

- Commercial, management and marketing skills.
- Customer handling
- Languages: fluent English (speaking, reading and writing) + good level of Spanish or any other European languages.
- Microsoft office, Google tools,
- Website SEO-SEM, Social media and Web reputation skills will be a plus

### CONDITIONS

The shop can accommodate 2 trainees, working an average of 35 hours per week. Working schedules include weekends and holidays.

The working time can be organized by splitting the weekly hours into 3,5 full-time days, so that you can also have 3,5 off per week. 200€ per month remuneration.

Minimum duration: 3 months