

JOB DESCRIPTION - INTERN

The brands and products of A&K Italy fall into two main operating departments: FIT and SPECIAL GROUPS. These departments are supported by the departments of Planning, Purchasing, Business Admin & Finance and Quality Control. This internship is designed to offer a broad understand of how a Tour Operator works as well as some valuable experience.

FIT / SPECIAL GROUP DEPARTMENT

FIT (Foreign Individual Travel) Department

A&K Italy designs and operates tailor-made FIT tours throughout Europe. All quote requests and bookings are received through Travel Agents mainly located in North America.

An FIT tour primarily consists of hotel accommodation, private transport, local guides and/ or driver-guides, Guardian Angel services, entrance fees, an entrance fund (to cover any entrances that clients wish to visit that are not included in the actual itinerary), Welcome Pack, letter & gift.

The duties of the student are:

- Researching / investigating travel itineraries
- Requesting/ gathering prices from our suppliers / hotels
- Confirming and reconfirming requested suppliers / hotels using Travel Studio
- Chasing replies from suppliers / hotels when necessary
- Dealing with suppliers / hotels confidently on the telephone
- Supporting all members of the team with special projects when necessary
- Preparation of travel documentation and final checklists
- Ensuring the Emergency 'Bible' contains all necessary information on all tours for the person on call
- The collation and processing of the guest questionnaires and guides reports
- The operation of various projects where required, e.g. collation of local guide CVs, reports, general research by telephone, email and / or the internet
- Collating contracts and rates in both Word and Excel format
- Coordination of the collection of signed Terms & Conditions by all villa owners and suppliers
- Management of charts and logs
- Sourcing and researching new hotels and suppliers

SPECIAL GROUPS

Special Groups operate any one-off special groups where we investigate and write itineraries, gather costs and see the tour through from conception to completion to completion. As such these groups can be any size and may not include all the facilities of a regular A&K brochure tour. These are tailor – made programs, designed specifically for the group. In certain cases a special group may be an incentive trip organized for a company.

The student's planning duties include:

Researching sightseeing options for itineraries using guidebooks, the Internet and the telephone

Liaising verbally and in writing with hotels and suppliers all over Italy, requesting and cancelling accommodation, services, opening times, entrance fees

Assisting in the forward planning process for 2022, compiling a spreadsheet of Italian bank holidays and setting up tour date charts

Compilation of tour promotions and inclusions and loading this information into spreadsheets

Assisting with the analysis of competitor products

The student's operational duties include:

- The collation and processing of the guest questionnaires and guides reports
- The coordination and booking of guide's flights to Italy
- Assistance with the allocation and issuing of contracts for guides for the new season
- Collating contracts and rates in both Word and Excel format
- Coordination of the collections of signed Terms & Conditions by all hotels and suppliers
- Some basic negotiations
- Management of charts and logs
- Sourcing and researching new hotels and suppliers
- General office duties such as answering telephone, maintaining Library etc.

GENERAL STUDENT DEVELOPMENT ISSUES (Integration, Evaluation, etc.)

Personal capabilities & knowledge:

The student needs to deal with computer knowledge – she needs to work with all programs of Microsoft office package. The knowledge includes using a central reservation system called Travel Studio. It is fundamental to the Tour Operation as it is used by all departments – from quoting/costing to accounting/reporting. Every intern is trained to use the Travel Studio program. The Intern used to work with Microsoft Access during her studies and these are good conditions for the training process in Travel Studio. The documents Abercrombie & Kent works predominantly with Excel or Word documents and so it is necessary to know how to use these programs. The skill in the English language is essential because it is the company's language. Furthermore, the knowledge of the Italian culture and language is a worthwhile addition in dealing with Italian suppliers. Sometimes the student helps the Administration & Controlling Part in the Italian office (for example for comparing the amount of invoices with them calculated on Travel Studio). Therefore it is advantageous if the student has the specialisation in economics and can understand the general issues.

New qualifications which the student will get during the internship:

The student will improve their language knowledge, because of the daily use, culture and geographical knowledge of Italy. She will improve selfconfidential working and his professionalism (for example in dealing with suppliers on the phone). The student will learn the basics of the Travel Studio program to fulfill her duties (as described above) during a 2 days training.

The student has to work with other parts of the company (very strong with the Cheltenham office – here for example with the IT part during IT problems in Italy) or other companies like the suppliers (e.g. restaurants, guide companies, transport services, hotels, villa owners,...)

Transnationality of the internship

Abercrombie & Kent is a worldwide tour operator. As described above, the Italy office works with travel agents from the USA and Australia and rather closely the headquarters of A&K Europe located in Cheltenham, UK. The official working language in every A&K office is

English, so to confidently communicate with each other. But it is necessary to have knowledge in Italian language, too, because most of the conversations with the Italian suppliers is in their mother tongue.

Start of the internship – introduction & social involvement of the student

At the beginning there is a first conversation with Luca Poddi who is the General Manager of the Italy office and who is the tutor for the student, for getting familiar with the company in general and the company structure. Then the student will start training on Travel Studio for learning the most important things about the system which we are using. During the internship the student will get always some new duties – e.g. the intern will work for the several departments (please see above). And if the student feels that she wants to get more training or if she is unsatisfied with some duties she could search for a conversation with her tutor.

The technical tutor of the intern is on the one hand Luca Poddi, which is the General Manager and on the other hand especial for the accounting part it is Daniela di Benedetto. The social involvement of the student will be organized from the beginning one, because I will be presented to the staff and they organize sometimes an after work drink, too. In this way it is possible to get some private contact with the colleagues, too. The student will be integrated in the team like a valuable and necessary employee.

Evaluation issues

The continued job performance will be evaluated by a final performance review with Luca Poddi, General Manager of A&K Italy.

The students are encouraged to join most meetings, for example, the weekly team meetings of the office. However there are several meetings which the students cannot be involved, for example during financial or negotiational meetings.

It is guaranteed that Abercrombie & Kent Italy will do a final conversation to evaluated the Interns performances during the internship. Furthermore she will get a certificate before she leaves the company which enables she for applying on the international and german employment market. The certificate has to include: personal details, duration of the internship, her duties during the internship, Representation of her qualifications, Skills & Knowledge which the Intern aquired or which she proved during her internship, her personal performance & behaviour during her internship.