

## Comercial & Customer Care

**DONDE:** Barcelona , Spain

**INICIO:** From 09.2016

**DURACION:** min. 3 months

**Horario?** Full-time, 40h/week



Real State and Luxury Apartments renting company located in Barcelona. With beautiful apartments in the down-town and in the Barcelona Port, it is one of the most interesting offers for international tourist which want to live a luxury experience far from the hotel-typical-style. Work in team and communicate are its two principles. This company, it is important to know, has a very good experience with students from many years: They really know how offer an internship full of knowledge for the students. The schedules and working time could be from Monday to Friday OR from Wednesday to Sunday depending of the customers or special events: This is normal based on the fact that the company works with and for tourist and in Barcelona the tourist use to come in weekends.

### **Responsabilidades:**

Help the manager of the apartments to run the business: managing reservations, communicating with guests, checking them in and out, and maintaining the quality of service and the quality of apartments.

#### i) Comercial

- Answering the telephone in a commercial manner,
- Answering client demands by email or SMS,
- Check-in and check-out
- Get the best possible client feedback
- Promote the apartments in social networks

#### ii) Customer service

- Make the guests feel at Home,
- Offer excellent tips about the city,
- Prepare guest arrival

#### ii) Operational

- Respond to client needs,
- Reassure the cleanliness of apartments.

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**Perfil requerido:**

- Estudios: Marketing, Business , Tourism
- Languages: **High English , Good Spanish**

**We offer:**

- Salario: **450€/month**

**APPLY NOW!** Please send us your CV in English or Spanish to  
**interns@ies-consulting.es** with the title CustomareCareBCN