

# STAY U·NIQUE

## Apartment Management Intern

### **What we offer:**

A ton of experience in giving the best customer service and improve your personal selling skills. Doing an internship with us will give you a ton of experience in delivering top customer service in a company focused on WOWING everyone of our customers. Furthermore you will be learning how to sell yourself and products to guests, face to face, over the phone and via emails. On top of that we offer a very fun work environment filled with cool coworkers who also spend a lot of time together outside of work. We generally have a lot of fun but also work seriously and professionally towards our goals. We have a very passionate and inspired team and are looking for new people to join us in making our small company better and better

### **What we are looking for:**

We are looking for open minded and socially confident people with great interpersonal skills as the contact with our customers is the key! It is important to be able to work in a dynamic and sometimes fast paced company where things can change all the time, so stress tolerance is required. We need someone who is independent and able to take decisions on their own on the spot and who likes a challenge. A great flair for service and the ability to work efficiently and follow tasks through without supervision is absolutely the key. As a big focus of ours is up selling cool tours, events, tickets, products, etc to our guests, confidence and a passion for selling is important! An ambitious and enterprising mind is preferred as long as you know how to stay humble.

### **Required skills:**

It is absolutely required that you speak English at a C2 level and preferably, but not necessarily, one more language.

### **Desired skills:**

A driving license and the experience driving a scooter/moped is highly recommendable as there is some travelling around Barcelona involved which is a lot easier on scooter.

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## **Minimum required length:**

We can only accept internships of a minimum of 5 months. It is not mutually beneficial to do shorter internships as you will not be able to get fully into everything

## **What you will be doing:**

The tasks you will be working with are many and varied but mainly concentrated around: Check ins and outs, customer service, talking to customers via phone and in person (most important), complaint handling, selling tours and tickets to guests, suggesting and recommending things to do and see to guests, preparing cleaning plans, managing maintenance staff, proceeding bookings, managing channels and prices, administrative work, a ton of e- mailing with guests, marketing, delivering experiences to our guests, manage a selection of holiday apartments and generally have a good time and helping us build an even better company

## **Terms and conditions**

It is required that you work 8 hour days, 5 days a week. These 5 days could be any day of the week, and your 2 days off are not necessarily consecutive. Hours may vary depending on the schedule that day, but in general office hours are 10-18. This job requires a certain level of flexibility from interns. If any over hours are gained they can be recovered at a time agreed with your supervisor.

The salary is €150/month, after the 4th month of work salary is increased by €50 per month until after the 10th month when the intern receives €450. The salary then maintains at €450 per month for the remainder of the internship. We do not have a set start or end date for our interns, it depends on when suits them and their studies, our only requirement is that the internship is a minimum of 5 months.

Apart from this, there are some bonuses that intern can get:

- commissions from sales;
- points received from colleagues, for getting done different tasks and helping the others, which can be transformed into small prizes/days off etc;
- guests who arrive later than 21:00 and 00:00 have to pay an extra of 20€, respectively 50€; this goes in full to the person who does the check-in.