

Office Management Internship

During your internship in Stay U-nique, the core tasks you will be working with everyday includes but are not limited to:

Sales & Reservations:

- Answer phone calls and e-mails from customers
- Process incoming bookings and cancellations
- Contact different booking channels (Booking.com, Airbnb, Expedia etc.) and manage reservations
- Inform about services/ facilities, availability and prices.
- Always make sure we have arrival information from our guests, by contacting them via phone/ email
- Ensure all data is correctly introduced in our CRM and there is no missing information
- Fix mistakes on bookings
- Presale to guests after their booking
- Ensure the payments are always made for the upcoming week
- Coordinating the cleaning and maintenance staff
- Solve guests' requests and complaints
- Check-ins and check-outs
- Count inventory and place orders

HR

- Support the HR department with handling contracts and other documents regarding staff.
- Actively search and contact new partner universities and agencies.

The terms and conditions:

Work weeks are 40 hours spread over 5 days, under normal circumstances. This might be changed under special occasions, but then you will recover the time later. The average will always be 5 days and 40 hours a week.

- You work all 7 days a week, which days you have off will vary every week and they will not necessarily be two days in a row. Working hours will normally be from 10-18, but will also change every now and then to everything from 8-16 to 13- 21.
- You will earn 2 holidays per month you work with us.
- Mobile data allowance.
- Salary is 150€ for the first 4 months, then increasing by 50€ per month till it reaches 450€ after the 10th month)