Position: Bookings and Events Administration Internship

This position will give the individual the opportunity to gain experience in business administration and customer service. Working as part of the wider administrative team, the postholder will be required to deliver a high level of customer service to support the bookings and reservations service. This will include dealing with guest enquiries relating to housing management enquiries and repair requests. There will also be involvement in supporting the planning and delivery of conferences or events held at the resort.

**DUTIES/RESPONSIBILITIES**

This post holder reports to the Business and Customer Services Manager.

The duties include:

* Dealing with booking and reservation enquiries received by email, telephone or via the online booking facility.
* Writing and dispatching routine or straightforward correspondence
* Answering general queries by telephone or email
* Sorting and opening post
* Maintaining records, filing systems and computer files
* Ensuring that the customers are happy with services provided and providing an initial response to any complaints or concerns raised
* Assisting with any events administration as necessary, including liaising with site and catering staff to arrange room, furniture and catering requirements
* Providing administration support when required to other departments in the resort such as lodging, boarding, food and beverages, customer service and housekeeping during peak times
* Undertaking any other tasks/duties as may be reasonably required.

The post holder will be expected to comply with all Health and Safety procedures.

**QUALIFICATIONS/REQUIREMENTS**

Predicted 4 GCSEs including English and Maths at grade 4 or above, though consideration will be given to candidates with slightly lower grades who demonstrate a keen interest in considering further training in this area.

Applicants should have good communication, organisation and practical numeracy skills.

Candidates attending an interview are advised to make the interviewer aware of any work experience (in person or virtual) they may have undertaken. This could include working with friends or family or on projects they have undertaken personally that demonstrate their ability to deal with people, resolve problems or support events or activities.

**APPLICAT1ON:**Applications must include letter of application and a CV.