



Reservation, Events and Travel Agent Assistant

CAREER FIELD

Hospitality & Tourism

JOB TYPE

INTERNSHIP

START DATE

FLEXIBLE

THE ORGANISATION

A popular youth backpacking lodge that provides high-quality accommodation and meaningful travel experiences.

ROLE & RESPONSIBILITIES

The intern will spend time at the front desk of the backpackers welcoming guests, making new reservations, managing current bookings and providing general guidance and assistance.

The intern will also assist with the travel department booking tours and activities, creating customised trips and providing travel advice.

Other responsibilities will include planning and facilitating events, attending team meetings, assisting with the creation of staff rotas and general administration.

SKILLS ACQUISITION

- Highly organised
- Fluent in English. A basic level of additional languages would be beneficial
- Confident telephone manner
- Ability to work well under pressure
- Previous experience in customer service would be beneficial

BENEFITS TO THE INTERN

- Gain hands-on experience in a vibrant, fun and exciting work environment
- Work alongside and learn from people from different backgrounds and cultures
- Gain an in-depth understanding of South African culture and history
- Experience the Western Cape through educational and adventure trips
- Gain experience to add to your CV in customer service, hospitality, events, travel and tourism

SKILLS ACQUISITION

- Time management and the ability to prioritize tasks
- Teamwork and cultural awareness
- Customer service
- Interpersonal communication
- Conflict resolution and problem-solving
- Sales

SCHEDULE & COMPENSATION

Full-time temporary role with expectation of 37.5 hours work per week.

Summer placement of 8-12 weeks with some flexibility and potential to extend Internship completed on an unpaid basis.

Placement offered on a voluntary basis as part of a comprehensive internship programme



PLEASE NOTE

This Reservation, Events and Travel Agent Assistant role is available as part of our Cape Town internship programmes, which have an associated fee. You can learn more about our hospitality & tourism internship programmes in general [here](#).