

## 4566 - Customer Support Internship in Barcelona, Spain (French+Spanish)

Location:	Barcelona, Spain
Languages:	Spanish (Advanced)
Extra benefits:	Salary of +500 €.

### Description:

#### Company description

Our collaborator is an e-commerce company growing to become an international marketplace for the best-personalized t-shirts and on-demand printing products. With 700,000 original designs related to TV-Series, Movies, Video games and Pop-Culture along with high-quality artwork, a key objective for the company is to improve its market strength in international markets.

You will be part of the customer service team of the company, whose mission is to guarantee the communication and management of user's doubts, both online and through telephone.

#### Tasks:

- Respond to doubts, requests for changes, returns and refunds in a professional manner.
- Communicate with customers by phone, chat or email.
- Use chat to help users with navigation, doubts about purchases and choice of sizes and designs.
- Manage tickets (within the Freshdesk internal system) within a defined period of time.
- Help back office to facilitate the launch of "conflicting" orders (such as size problems, images, stock breakages etc.) which involve consulting with customers for possible changes.
- Manage requests for changes
- Collect and classify information about returns and incidents in order to improve quality control.

#### Requirements:

- Fluent in French and Spanish (at least B2)
- Proactive, customer oriented and with excellent communication skills
- Pay attention to detail
- Understand and preserve the objectives of the company when it comes to customer service policies and procedures.
- Ability to learn new technologies and tools

#### Benefits:

600-800 euros per month

Full-time position, 9-17 (Flexible)

Minimum 4 months

Possibility of incorporation, depending on the student's performance

Be part of a young, dynamic, fun, creative and proactive team.

#### Location:

Badalona, Barcelona

## 4554 - Customer Support and Marketing Internship in Seville

Location:	Sevilla, Spain
Languages:	Spanish (Intermediate) and English (Intermediate)
Fields:	Communication / Journalism, Business, Hospitality / Tourism, Digital marketing
Extra benefits:	Salary of 200-300 €.

### Description:

#### Company description

Our collaborator is a company providing an online platform with a wide range of holiday apartments and houses for rent in Andalusia. The company is now looking for an intern to join their team in the beautiful city of Sevilla to help with customer support tasks, reception of clients and online marketing.

#### Tasks:

- Reception and check-in/check.out.
- Customer service by mail and phone.
- Assisting in the marketing plan elaboration for the growth and development of the platform.
- Blogging in English and/or French

#### Requirements

- English fluent and at least B1 Spanish
- Knowledge of French is considered as a plus
- Organised and motivated
- Enthusiastic
- Minimum 3 months

#### Benefits

300€ monthly, net

#### Working hours

35h/week

## 4441 - Bar Internship in 5\* Boutique Hotel in Lanzarote, Canary Islands

Location:	Lanzarote, Spain
Languages:	English (Advanced)
Fields:	Languages, Business, Hospitality / Tourism
Extra benefits:	Salary of 200-300 €.

### Description:

Our collaborator is a 5\* Boutique Hotel in Lanzarote (Canary Islands) . The hotel is designed for the most discerning travelers and it stands as a peaceful and relaxing oasis in one of the main tourist resorts of the island.

It has 81 rooms modernly equipped and furnished with breathtaking views onto the Atlantic Ocean.

They are currently looking for students with a major in business, languages or hospitality (preferred), interested in an exciting career in the field of hospitality and to gain practical experience while developing their skills with leaders in the field.

#### Tasks:

- Serving customers
- Serving breakfast, lunch, and dinner
- Preparing drinks

#### Requirements:

- Minimum 3 months
- Good level of English
- Knowledge of Spanish is considered a plus
- Studies related to Hospitality, Languages, Business or something related

#### Benefits:

325 euros per month

Accommodation shared in a flat (not mixed gender). The flat is located 20 minutes away with the bus from the Hotel.

Lunch and dinner

This document is property of Spain Internship S.C.

To apply, please go to <http://apply.spain-internship.com/>. Please write your university and coordinator name when applying.

## 4423 - Human resources assistant

**Location:** Sevilla, Spain

**Languages:** English (Advanced)

**Fields:** Human resources, Business

### Description:

Spain Internship was established in 2010 by highly motivated internationals. We offer internships and traineeships services for students and graduates worldwide. Spain Internship Student Agency is proud to be a young innovative and ambitious company which strives to find the right interns for the right company. We are constantly trying to extend our programs, to make the experience abroad for everyone as good as possible. You can be a part of this process, by helping us in our office.

### Tasks:

Human resources

- Interviewing possible candidates
- Evaluating their qualifications regarding the positions
- Revising the candidates CVs to ensure a good match with the company

Customer service

- This is done via email, phone and Skype
- Using the CRM system to ensure a good information flow
- Maintenance of the databases

Online marketing

- Creating social media content (Facebook, Twitter, Google+ and LinkedIn)
- Initiate contact via social media
- Manage social media accounts

Market research

- Arranging possible collaborations
- The student's interest can influence this task

### Requirements:

- Good level of English
- Spanish would be a plus
- Open and friendly
- Able to work in a team

**Benefits:** Unpaid, possibility to apply Erasmus+ scholarship from your university

### Internship hours:

38h/week, from Monday-Friday

### Location:

Seville, Spain

## 4376 - Customer Service & Marketing

Location:	Barcelona, Spain
Languages:	Spanish (Intermediate) and English (Advanced)
Fields:	Business, Digital marketing
Extra benefits:	Salary of 100-200 €.

### Description:

Our collaborator is an online operating company that is renting out apartments in central Barcelona. This internship is an ideal opportunity to gain insight into a new and different market.

Are you looking for a chance to learn more about the real estate business? Do you want to increase your experience in Marketing and customer relations? Or are you just looking for a chance to have an internship in an enthusiastic and international team.

#### Tasks:

- Customer service tasks associated with the hospitality industry
- Marketing and online marketing activities
- Introduction to the sales management
- Some translation tasks
- Some administration tasks

#### Requirements:

- Very good knowledge of English
- At least communicative Spanish
- Good knowledge of word, excel
- Good knowledge of social media
- Interest in tourism/hospitality industry/ sales and marketing in tourism
- Customer service skills
- Open-minded attitude and interest in the hospitality industry
- Willingness to have contact with people from different nationalities

#### Internship hours:

20h per week (mainly afternoons)

#### Benefits:

200€/ month

#### Duration:

Minimum 3 months

## 4274 - Customer Support Internship in Barcelona, Spain (Spanish+English)

Location:	Barcelona, Spain
Languages:	Spanish (Advanced) and English (Advanced)
Extra benefits:	Salary of +500 €.

### Description:

#### Company description

Our collaborator is an e-commerce company growing to become an international marketplace for the best-personalized t-shirts and on-demand printing products. With 700,000 original designs related to TV-Series, Movies, Video games and Pop-Culture along with high-quality artwork, a key objective for the company is to improve its market strength in international markets.

You will be part of the customer service team of the company, whose mission is to guarantee the communication and management of user's doubts, both online and through telephone.

#### Tasks:

- Respond to doubts, requests for changes, returns and refunds in a professional manner.
- Communicate with customers by phone, chat or email.
- Use chat to help users with navigation, doubts about purchases and choice of sizes and designs.
- Manage tickets (within the Freshdesk internal system) within a defined period of time.
- Help back office to facilitate the launch of "conflicting" orders (such as size problems, images, stock breakages etc.) which involve consulting with customers for possible changes.
- Manage requests for changes
- Collect and classify information about returns and incidents in order to improve quality control.

#### Requirements:

- Fluent in Spanish and English (at least B2)
- Proactive, customer oriented and with excellent communication skills
- Pay attention to detail
- Understand and preserve the objectives of the company when it comes to customer service policies and procedures.
- Ability to learn new technologies and tools

#### Benefits:

600-800 euros per month

Full-time position, 9-17 (Flexible)

Minimum 4 months

Possibility of incorporation, depending on the student's performance

Be part of a young, dynamic, fun, creative and proactive team.

#### Location:

Badalona, Barcelona

## 4251 - Social media and business administration in Barcelona, Spain

Location:	Barcelona, Spain
Languages:	Spanish (Advanced) and English (Advanced)
Fields:	Business, Hospitality / Tourism
Extra benefits:	Salary of 200-300 €.

### Description:

Our collaborator is a touristic related services company in Barcelona, which is now expanding to other major cities across Europe. They are a dynamic, creative and supportive team working together in a start up environment. Ideally you will have existing sales experience, but the main priority is having the right attitude as they provide thorough training. Energy is key – upbeat, enthusiastic and driven individuals.

### Tasks

- Handling social media channels.
- Providing support in the office to the managers, helping with the business tasks
- Customer service, invoicing, channels, business development...)

### REQUIREMENTS:

- Excellent communication skills
- English and Spanish
- Is incredibly organised – efficiency is key
- Is a natural talker
- Is smart, accurate and reliable
- Is confident speaking to potential clients
- Is excited about using new technology to transform an industry

### BENEFITS:

350 € per month

## 4248 - Sales Development in Barcelona

Location:	Barcelona, Spain
Languages:	
Fields:	Business
Extra benefits:	Salary of 200-300 €.

### Description:

Our collaborator is an online operating company in Barcelona. They are offering a platform where people can find apartments all over the world. You will be working with the marketing director of the company and help with the daily activities. We will give you everything you need to know about marketing on the B2B level (online and offline Marketing).

### Tasks:

- In charge of taken any incoming calls from clients.
- Initial qualification of client leads
- Report write-ups on initial calls.
- Answering the Chat-Bot.
- Controlling parts of the CRM system and assisting with reporting.
- Reaching out and following up with certain clients.
- Meeting assistance - Organising room selection and note taking.
- Assist the Account Management and Sales team with different tasks, such as checking deals or invoices. ● Helping with daily office management tasks.

### Requirements:

- Good level of French (at least B2)
- Learning Agreement
- Minimum 5 months

### Internship hours:

35 hours/week

### Benefits:

300€ / month  
Gym discounts.  
Office located in sunny Barcelona and close to main metro stations.  
Possibility to join the company as an employee after the internship period.

## 4212 - Human Resources and Sales internship, in Barcelona, Spain

Location:	Barcelona, Spain
Languages:	English (Advanced)
Fields:	Human resources, Business
Extra benefits:	Salary of 200-300 €.

### Description:

Our collaborator is a company, specialised in cultural exchange programs in the United States. They offer positions for students, to do their internship in hotels and restaurants.

### The requested tasks are:

- Assist HR and sales department
- To sustain and grow partnerships within schools
- Help with recruitment of the candidates and track their process
- Answering all emails and Skype calls
- Assist in students visa administrative processes
- Research possible prospective markets
- Follow up with candidates already placed and international Career Fair Events

### Requirements:

- Fluent English and strong writing skills
- Internationally minded
- Available 5 to 12 months internships

### Benefits:

- 300€ per month

### Location:

Barcelona

This document is property of Spain Internship S.C.

To apply, please go to <http://apply.spain-internship.com/>. Please write your university and coordinator name when applying.

## 4184 - Customer service internship in a 5\* Hotel in the city centre of Seville

Location:	Sevilla, Spain
Languages:	Spanish (Intermediate) and English (Intermediate)
Fields:	Languages, Business, Hospitality / Tourism
Extra benefits:	Salary of 200-300 €.

### Description:

Our collaborator is a well-known design hotel in the centre of the capital of Andalusia being a reference in the whole country for its design, location and concept. The hotel is located in the historical Centre of Seville in front of the Cathedral and a couple of minutes away from the shopping streets.

The hotel is exclusive, having only 60 rooms of 5 different types. Every room is fully equipped and created with a difference concept. The location is an amazing complex consisting of 7 restaurants, cocktail bars, wellness spa, outdoor swimming pool and a great big terrace

With this internship you will develop skills such as organization, responsibility and commercial skills. You will be immersed in a multilingual environment so you will be able to learn and practice languages.

#### Customer service:

- Customer care
- Tourism information
- Site Inspection Protocols
- Right kind of attitude and appropriate looks
- Knowledge and assistance to important meetings

#### Requirements:

- Fluent English.
- Intermediate Spanish

#### Benefits:

- 250€/month
- Minimum 3 months

## 4179 - Reservation Assistant in a 5\* Hotel in the city centre of Seville

Location:	Sevilla, Spain
Languages:	Spanish (Intermediate) and English (Intermediate)
Fields:	Business, Hospitality / Tourism
Extra benefits:	Salary of 200-300 €.

### Description:

Our collaborator is a well-known design hotel in the centre of the capital of Andalusia being a reference in the whole country for its design, location and concept. The hotel is located in the historical Centre of Seville in front of the Cathedral and a couple of minutes away from the shopping streets.

The hotel is exclusive, having only 60 rooms of 5 different types. Every room is fully equipped and created with a difference concept. The location is an amazing complex consisting of 7 restaurants, cocktail bars, wellness spa, outdoor swimming pool and a great big terrace

With this internship you will develop skills such as organization, responsibility and commercial skills. You will be immersed in a multilingual environment so you will be able to learn and practice languages.

#### Reservations position:

- Day to day processing and input of group reservations while following hotel reservations policy.
- Maintaining a positive selling approach to maximize yield in both occupancy and rates
- Liaising with other departments to prepare for a groups arrival
- Assisting the front office with the closing of accounts
- Answering all calls promptly in a courteous and efficient manner
- Ensuring all reservations are accurately carried out within the same working day
- Assisting in the front office as required, especially with guests checking in and checking out

#### Requirements:

Fluent in English and intermediate Spanish

#### Benefits:

- 250€/month
- Minimum 3 months



## 3486 - Paid Customer service, administration and assistant in a leisure organization in Barcelona

Location:	Barcelona, Spain
Languages:	Spanish (Advanced) and English (Intermediate)
Fields:	Business, Hospitality / Tourism
Extra benefits:	Salary of 200-300 €.

### Description:

Our collaborator is one of the largest escape room in Barcelona, which already has 8 different room opened to the public. They are looking for operators, who can lead those games and work with customers.

"Escape rooms" is a new concept of leisure which is getting more and more popular in Barcelona. Their games are very technological and well decorated. They have a wide range of thematic rooms, starting from Middle Age finishing to Future Spaceship.

Their main goal is to make people feel like being in a real story by making them main characters of their own "movie". This combination ensures that players will live an unforgettable adventure, and our task is to maximize this experience.

#### Main tasks:

- Receive the teams of players and explain the basic rules of the games
- Begin with an immersive introduction of the game via the interpretation a character
- Monitor and help players whilst they play in the room
- Charge customers
- Offer promotions for other games
- Management of bookings
- Customer service

#### Requirements:

- 40h / weekly
- Saturday and Sunday internship
- 2 free days during the week
- Minimum duration - 4 months
- Spanish - high / native level, English - medium / high level.
- Be confident with interacting with different people and putting on different voices whilst interpreting a character.

#### Benefits

- 200 euros / month
- Dynamic work in the center of Barcelona
- The opportunity to meet local people
- Learning from a sector that is growing

## 556 - Bar internship in Seville, Spain

Location:	Sevilla, Spain
Languages:	Spanish (Beginner) and English (Intermediate)
Fields:	Business, Hospitality / Tourism

### Description:

Our collaborator is a luxury hostel chain, based in Seville, Madrid and Barcelona. Reviewed by its loyal customers as an unique and friendly hostel because of their staff, service and modern atmosphere. They are customer oriented which is really important for them as well as customer care and guest relations. Their staff is fun and close, making the stay of the customers as enjoyable as possible.

#### Position: Bar Assistant

#### Tasks:

- Serve in the bar of the hostel.

#### Requirements:

- Fluent in English
- Spanish at least A2
- Min. 2 months internship.
- Unpaid internship
- 30h/week.