



Spanish Work Exchange Programme

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Paid Internship in the Public Relations/Quality Management Department on Lanzarote

Our office is located on Tenerife and we organise exclusive hotel work placements on the Canary Islands, the Spanish Peninsula, Costa Rica, Malta and the Greek Islands. All our partner hotels offer free accommodation, board and pocket money.

One of our **4 star partner hotels on Lanzarote** is looking for an intern in the **Department of Public Relations/Quality Management**. Would you like to gain professional and international experiences in the hospitality industry and work where you can improve your Spanish and spend your spare time relaxing at the beach in the glistening sun? Then this opportunity is for you!

You will work 40 hours and have two days off per week, accommodation and meals are provided by the hotel for free and you will receive pocket money of €150 per month.

Description:

For this internship a period of anywhere between 2 - 6 months is required.

You will be supporting the deputy manager of the hotel with carrying out the following tasks:

- Informing the guests about the services of the hotel and about the island,
- Forwarding any complaints received to the respective department,
- Being attentive to the welfare of the guests and analyse the results of the hotel questionnaires,
- Preparing international correspondence,
- Welcoming the guests and being very attentive to the VIP guests,
- Running guided hotel tours and much much more.

Requirements:

You are studying or doing an apprenticeship and you are planning to do an internship abroad in the hotel industry. This internship must be compulsory. If you decide to do an internship in PR/Quality Management a friendly personality and self-confidence is a must. When dealing with complaints you have to keep calm and deal with the guests in a diplomatic way. You enjoy caring for international guests. In this department, you should have a good level of English and at least basic Spanish skills. Every other language is a plus.

Besides an internship in the PR/Quality Management Department, we have free vacancies in many other departments. For example Reception, Human Resources, Marketing or Restaurant.

More details about our internship programme can be found on our website: www.s-w-e-p.com (an English version is also available).

Please apply via e-mail including a CV in English or Spanish with a photograph to our e-mail address: info@s-w-e-p.com

We look forward to receiving your application!

Your s-w-e-p-Team