



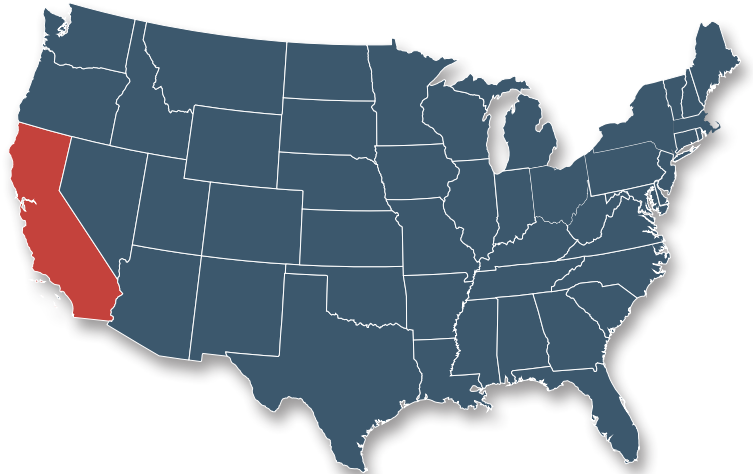
GLOBAL LEADER INTERNSHIP

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EXTRANOMICAL TOURS

www.extranomical.com

- Number of Positions:** 1
- Length of Training:** 12-18 Months
- Location(s):** San Francisco, CA
- Compensation:** \$500 per month plus Monthly MUNI travel pass
- Housing:** Accommodation in a student residence (shared room with private bath)
- Ideal Start Date:** As soon as possible



COMPANY INFORMATION

Extranomical Adventures is a San Francisco sightseeing tour company that specializes in tours for people that generally do not like to take tours. Our clientele is very independent and likes to venture to places where most tour companies do not. Due to the small size of our groups, our tours offer a distinct "traveling with friends" feel.

Extranomical® Tours

APPLICANT REQUIREMENTS

Academic Background Professional/Practical Experience:

- University Graduate or Undergraduate student studying Travel and Tourism or Hospitality (or similar)
- Preference for Previous Phone Experience

Skills/Knowledge/Language Proficiencies:

- Fluency in English essential. Other foreign language(s) beneficial.
- Microsoft Office including Word and Excel

Other Relevant Details:

- Creative problem solving skills, ability to multi task

INTERNSHIP DESCRIPTION

Department/Company Area/Field of Training:

Tour Operations Management

Trainee's Title: Tour Operations and Management Intern

Intern Main Tasks/Responsibilities:

- The Trainee will be responsible for learning all aspects of the day to day operations of our Retail Tour Office. The Trainee will learn about the tour destinations and responsible for booking tours within our store and over the phone.

Key Objectives of Training:

- The main objective of this training is to give the trainee experience in a real "live" work environment covering everything from the company structure, day to day objectives of a tour office. Upon completion of the traineeship, the Trainee will have a greater understanding of policies and procedures, customer markets, and other tour operators in California.

Tasks/Activities Associated with Training:

- Selling to customers and informing them about our services over the phone and in the retail store.
- Manage daily tasks, projects, and the in-house reservation system.
- Taking reservations over the phone
- Troubleshooting tour pickups
- Handling customer complaints by solving problems and finding solutions