



Erasmus Placement Offer Form

EMPLOYER INFORMATION	
Name of organization	RENTERGO, tourist agency
Address	Frane Petrica 1a
Postal Code	23000
City	Zadar
Country	Croatia
Telephone	+38598298744; +385981357227
Skype	loris.grabovac
E-mail	Rentergo.loris@gmail.com
Website	www.rentergo.com
Number of employees	5
Year of foundation	2016
Contact person	Loris Grabovac
Department / Function	General Manager
Direct telephone number	+385981357227
Direct mobile	+38598298744
Direct e-mail address	rentergo.loris@gmail.com
Short Description of the Company	Rentergo is customer oriented private tourist agency specialized in servicing holiday apartments , renting its own property and property that has in management (family small hotels, apartments, luxury villas with swimming pool, sailing and motor yachts).
Other	Rentergo is going to realize the Erasmus+ project aimed to deliver best customer care and relation with the guest.

PLACEMENT INFORMATION

Department / Function	Sales and customer relations assistant
Description of activities	<ul style="list-style-type: none">• Develop customer service policies and procedures• Handle face to face enquires from customers giving assistance, handling requests from customer receiving feedback and complaints• Planning and organize arrivals• Directly interacting with customers• Checking guests in and out• Basic concierge assistance• Day to day processing and input of reservations while following reservation policy• Maintaining positive selling approach to maximize yield in both occupancy and rates• Liaising with other departments• Answering all calls promptly in a courteous efficient manner• Administration tasks : booking, reservations, e-mails, calls , etc.
Duration	May to September min. 1 max. 4 months
Number of positions offered for student Placement	2
Working hours / Weekly hours	40 /per week
City	Zadar, Croatia
Help with finding Accommodation	Yes. Accommodation is provided , water and electricity expences will be paid for.
Financial Contribution	Internship is unpaid. Student should be fully granted by his/her home University through the Erasmus Student Mobility Programme
Other	We expect the trainee to be a creative flexible and communicative person . Teamwork skills would also be very important

REQUIREMENTS	
Oral and written language skills	<p>At least two foreign languages:</p> <ul style="list-style-type: none"> • Fluent in English is obligation, for both oral and written skills - C2 • Second language priority : German, French, Spanish, Italian - B2 or higher <p>https://europass.cedefop.europa.eu/hr/resources/european-language-levels-cefr</p>
Computer skills	<ul style="list-style-type: none"> • Familiar with Microsoft Office : Outlook, Word, Excel, PowerPoint, etc.
Drivers license	Recommended
Competences	<ul style="list-style-type: none"> • Flexibility with tasks • Being active and can-do attitude • Fluently in English and intermediate level in second language • Good communication skills, ability to work in multicultural environments, problem solving skills • Open to work in different shifts morning-afternoon –night
OTHER	
Application deadline	Until 1st of April
Required documents (CV, motivation letter, etc.)	<p>Full CV</p> <p>Motivation letter including desired learning aims.</p> <p>Reference from university teacher who can be contacted (option)</p>
How to apply?	Please contact us