JOB DESCRIPTIONS & DEPARTMENTAL OVERVIEW
OF STUDENT PLACEMENTS IN 2020
CHELTENHAM/UK OFFICE

The various brands and products of A&K Europe fall into two main operating departments: Groups and Individuals. These departments are supported by Contracting, Product, Business Admin & Finance, Quality Control, Human Resources and IT. Our reservations system is called Travel Studio, and everyone involved with this system will receive detailed in-house training.

A&K Europe has offered placements for many years and many of its students have either stayed on or later returned into full-time employment. A&K pay £160.00 per week towards the cost of living and are always happy to assist with the completion of application forms for Erasmus Grants or similar.

Currently we can offer internships in the following departments:

A) INDIVIDUALS DEPARTMENT

A&K Europe designs and operates tailor-made FIT tours throughout Europe. Our quote requests and bookings are received through A&K International in the USA, A&K Australia and A&K Travel/UK, in addition to our own offices, requests are also received directly from select Travel Agents in the USA, Mexico and South America.

An FIT tour primarily consists of hotel accommodation, private transport, local guides and/or driver-guides, Guardian Angel services, entrance fees, welcome pack & letter. Special visits are often arranged, such as a private visit to view the Crown Jewels at the Tower of London.

Possible duties include:
- Researching/investigating travel itineraries
- Requesting/gathering prices from our suppliers/hotels
- Confirming and reconfirming requested suppliers/hotels using Travel Studio
- Chasing replies from suppliers/hotels when necessary
- Dealing with suppliers/hotels confidently on the telephone
- Supporting all members of the team with special projects when necessary
- Preparation of travel documentation and final checklists
- Ensuring the Emergency ‘Bible’ contains all necessary information on all tours for the person on call.
- The collation and processing of the guest questionnaires and guides reports
- The operation of various projects where required e.g.: collation of local guide CVs, Hotel Health and Safety reports, general research by telephone, email and/or the internet.
- General office duties such as answering telephone, maintaining filing systems etc.
B) SMALL GROUP JOURNEYS

This department plans and operates the tours from our Luxury/Connections/Marco Polo & River Cruise brochures. This includes any extra service requests such as additional transfers, extra night accommodation, guiding, rail journeys etc. for clients extending their tour by a few nights. The placement student will assist the Small Group Journeys Department with a range of tasks to help in tour operations.

Possible operational duties include:
- Requesting/gathering prices from our suppliers/hotels
- Confirming and reconfirming requested suppliers/hotels using Travel Studio
- Chasing replies from suppliers/hotels when necessary
- Dealing with suppliers/hotels confidently on the telephone
- Supporting all members of the team with special projects when necessary
- Preparation of travel documentation
- Ensuring the Emergency ‘Bible’ contains all necessary information on all tours for the person on call.
- The collation and processing of tour director reports
- Some basic negotiations
- Management of charts and logs
- Sourcing and researching new hotels and suppliers
- General office duties such as answering telephone

C) TAILOR-MADE GROUPS

This department plans, costs and operates tailor-made tours throughout Europe. Some requests and bookings are received through A&K USA, A&K Australia and A&K Travel/UK, but most are received directly from travel agents in the USA, Mexico and South America.

Tailor-made group tours consists of various elements: hotel accommodation, private transport, local guides, tour directors, restaurants, theatre tickets, many individually booked entrances to museums.

Possible duties include:
- Researching/investigating a wide variety elements included in our programs: hotels, restaurants, museums, train tickets, concert tickets, special events
- Requesting/gathering information and prices from suppliers/hotels
- Sourcing and researching new hotels and suppliers
- Confirming and reconfirming requested services with suppliers/hotels
- Chasing replies from suppliers/hotels when necessary
- Dealing with suppliers/hotels confidently on the telephone
- Supporting all members of the team with special projects when necessary
- Preparation of travel documentation and final checklists
- Ensuring the Emergency ‘Bible’ contains all necessary information on all tours for the person on call.
- General office duties such as answering telephone
D) CONTRACTING & PRODUCT DEPARTMENT (starting September)

The Contract & Product Department is responsible for the collecting, contracting and negotiating of all rates used by A&K from any hotel or supplier, such as limousine companies, local guides etc, for use by all the departments mentioned above. We deal with approx. 300 hotels through Europe, and well over 100 suppliers. The placement student will need excellent attention to detail and a good telephone manner, coupled with the confidence to talk to hotels and suppliers.

Tasks are varied, but may include:

- Preparing and sending out rate requests
- Chasing replies from hotels or suppliers
- Collating contracts and rates in both Word and Excel format
- Coordination of the collection of signed Terms & Conditions by all hotels and suppliers
- Some basic negotiations
- Management of charts and logs
- Analysis of price developments, patterns etc
- Price comparisons (new v old rates, or the comparison between two potential suppliers)
- Sourcing and researching new hotels and suppliers
- Supporting members of the purchasing team as necessary
- Entering negotiated and confirmed rates on our in-house pricing database, Travel Studio
- The operation of various projects where required, eg. Hotel Health and Safety reports, general research by telephone, email and/or the internet.
- Research on new product development
- General office duties such as answering telephone, maintaining Library etc.