

SUNFLOWER Backpacker HOSTELS & Bar

Sunflower BEACH Backpacker Hostel & Bar
Via Siracusa 25
Tel. +39 0541 373432

Sunflower CITY Backpacker Hostel & Bar
Via Dardanelli 102
Tel. +39 0541 25180

47900 Rimini, Italy
www.sunflowerhostel.com



Would you like to complete your University internship in one of the EUROPE's FAMOUS HOSTELS? (www.famoushostels.com)

We are currently looking for Students ready to get involved in a international atmosphere.
Sunflower Backpacker Hostels is offering a University internship program in two different positions:

- 1 HOSTEL RECEPTION – FRONT/BACK OFFICE HELP AND TOURIST INFORMATION POINT**
- 2 MARKETING AND SOCIAL MEDIA/COMMUNICATION ASSISTANT AND FRONT OFFICE HELP**

COMPANY

Sunflower Backpacker Hostels, Beach & City www.sunflowerhostel.com

LOCATION

Sunflower Beach Backpacker Hostel & Bar, Viale Sicuracusa 25, 47924 Rimini (RN), Italy;
Sunflower City Backpacker Hostel & Bar, Viale Dardanelli 102, 47921 Rimini (RN), Italy

LANGUAGES REQUIRED

Fluent English (spoken and written), Basic Italian. Any other languages are welcomed.

WORKING HOURS

Interns will be put on a roster for 40 hours per week. From April 2017 (flexible).

BENEFITS

For morning shift free breakfast and lunch (with free food in the hostel), for evening shift dinner (with free food in the hostel), 50% of discount in the hostel's bar and snack bar, club's ticket discount, free beach just 5 minutes walk from the hostel.

Possibility of little remuneration.

SUNFLOWER BACKPACKERS HOSTELS

The Sunflower Backpacker Hostels are suggested by Lonely Planet, Lets'Go and Rough Guide.

The Sunflower Hostels are proud members of EUROPE FAMOUS HOSTELS, the association of the most famous hostels in Europe and not only (www.famoushostels.com). The Sunflower's funky decor and lively atmosphere make it the perfect place for the young and 'the young at heart'. Situated along the Adriatic Coast they are only 200 meters from the beautiful sandy beach and few minutes walk from all amenities – restaurants, supermarket, pubs and discos. The Sunflower Beach Backpacker Hostels & Bar is Rimini's number 1 party hostel, also famous around Europe for its Rimini Pub & Disco Crawl (www.riminipubcrawl.com). Sunflower City Backpacker Hostels & Bar has the perfect location in which to explore the historical centre of Rimini while still being minutes walk from the sandy beach, train/bus station and local attractions. An international young and professional staff guarantee lots of fun and laughter in a secure atmosphere at the Sunflower Hostels. A lot of free facilities guarantee the best services to the guests: free wi-fi, use of fully equipped kitchen, free breakfast, free bed linen, 24hr security, bar, free air conditioning, etc. Since 2008 Sunflower Hostels work with young and international associations as ESN (Erasmus Student Network), HI (Hostelling International), ISIC (International Student Identity Card), etc. The Sunflower Backpacker Hostels are the perfect place to do a good internship experience where to work hard and to learn in a professional environment but very friendly and easy going.

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POSITION 1

Hostel Reception – front/back office help and tourist information point

(possibly from April or May 2017 or from June 2017)

INTERNS ARE EXPECTED TO HAVE/TO BE

Good communication skills, computer & internet literate (Office system: word, excel), able to work with team, easy going but responsible at the same time, motivated, hardworking. If it is possible applicants should also have basic knowledge of hostel methods and procedures, telephone etiquette, and of standard hospitality communications. Ability is required to establish and maintain effective working and relationships with guests and staff.

CONTACT PERSON AND INFORMATION

Elisa De Carli elisa@sunflowerhostel.com +39 339 6512980

TASKS FOR INTERNS

We are looking for enthusiastic, friendly and passionate people, (only university students), to join our staff in the Sunflower Backpacker Hostels international atmosphere.

It would be useful for applicants to have specific backpacking experience, but this isn't essential. Customer service experience or attitude is essential.

The requested tasks are:

- Check-in and check out activities. You need to be really welcoming and smiling.
- Taking care of guests in activities of front desk and guests registration.
- Running the day to day front and back office operations, in close contact with the other staff, the housekeeping and the owners.
- Customer service before, during and after the booking.
- Customer care.
- Use of the channel manager system
- Reservations management: by phone, by email, by website, etc.
- Contact with the main Online Travel Agencies and use of the Extranet (Booking.com, Hostelworld, etc).
- Caring of groups blocks.
- Target identification.
- Touristic information service.
- Control of the clients review and answering back.
- Competitors check.
- Bar tendering and breakfast operations.

The intern will be supported by the Sunflower Backpacker Hostel Front-desk manager.

The internship follow an agreement with University internship's program.

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POSITION 2

Marketing and social media/communication assistant and front office help

(possibly from April or May 2017)

INTERNS ARE EXPECTED TO HAVE/TO BE

Good communication and computer skills, knowledge of travel marketing (knowledge of SEO methods is a plus) and social media, web content, targeted activities, to be creative and adaptive, able to multitask and be flexible, able to work with team, easy going but responsible at the same time, motivated, hardworking. If it is possible applicants should also have basic knowledge of hostels. Video editor and photo camera use is an asset.

CONTACT PERSON AND INFORMATION

Elisa De Carli elisa@sunflowerhostel.com +39 339 6512980

TASKS FOR INTERNS

We are looking for enthusiastic, friendly and passionate people, (only university students), to join our staff in the Sunflower Backpacker Hostels international atmosphere.

It would be useful for applicants to have specific backpacking experience, but this isn't essential.

Social and marketing oriented attitude is essential.

The requested tasks are:

- Digital marketing
- Traditional and unconventional marketing
- Planning the marketing program and calendar
- Creating the newsletter content, web content and video content
- Contact with bloggers and blogging activities
- Creating content and monitoring the activity of the Sunflower social media's profile
- Analyzing weekly performance in social networks
- Creating online communication strategies
- Organizing events and campaigns
- Customer service and customer relationship management
- Analyzing guests reviews
- Targeting customers
- Updating and maintaining marketing documentation and databases
- Benchmarking
- Analysis of the competition, market research and controlling brand promotion
- Implementation of the international positioning of the brand
- Check-in and check out activities. You need to be really welcoming and smiling.
- Taking care of guests in activities of front desk and guests registration.
- Customer care.

The intern will be supported by the Sunflower Backpacker Hostel marketing and communication manager and by the front desk manager.

The internship follow an agreement with University internship's program.