

SUMMER CAMP AND FRONT DESK ASSISTANT IN SPAIN

Summer- Minimum 12 weeks
(June-September)

WHO WE ARE

www.proyecto-es.com

PROYECTO ESPAÑOL is a language school, specialized in Spanish for foreigners, with schools in Alicante, Barcelona, Granada and Madrid.

Our goal is to combine teaching the Spanish language and culture with fulfilling your holiday expectations at favourable prices. Our main tasks are offering professional, methodologically sound language instruction, as well as promoting the direct personal contact of each individual with the Spanish culture. In addition to numerous leisure time activities, our free Language Exchange invites you also to get to know Spain outside the classroom.

TASKS

To assist with the performance of the Teens summer camp programme.

To deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all of our students, with the key aim of retaining and attracting new customers.

MAIN TASKS

• Front Desk

- Deliver excellent customer service, at all times.
- Assist in keeping the School reception clean and tidy, at all times.
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.
- Fulfil all reasonable requests from students to ensure their comfort, satisfaction and safety.
- Report any maintenance issues immediately, including all furniture, fittings and equipment.
- Provide reports, as required, for housekeepers and management.
- Maintain personal knowledge by completing in-house training and workbooks.
- Always adhere to all company policies and procedures and licensing laws
- Be involved and contribute at team meetings.
- Carry out instructions given by the management team and head office.

• Summer Camp Programme

- Deliver excellent customer service, at all times.
- Prior to the starting date of the programme, organize the schedule of activities for the nine weeks **with the responsible of the activities in the School.**
- During the programme, organize the logistics for each activity in advance.
- During the programme, assist the person responsible for the teens in the general running and control of activities.

- Write the reports for each student to send home to their parents.
- If necessary, helping with the full day excursions visiting the province on Saturdays

CUSTOMER FOCUS

- Be friendly, smiley, sociable and welcoming to our students, to create a great atmosphere.
- Remain calm, patient and polite, if receiving students' feedback.
- Be helpful and go out of your way to help our students.

REQUIREMENTS

- Must be a detail-oriented and collaborative team player and possess strong time and self-management skills.
- Excellent organizational skills with a strong commitment to quality, accuracy and on-time delivery.

- Languages:** Spanish B1 or higher (we could accept Spanish beginners depending on candidate).
- Location:** Alicante, Spain.
Open to work in different shifts, morning – afternoon (could include Saturdays) 6 hours per day.
- Remuneration:** Spanish course offered by the company and special price for accommodation.