

Company name/description:

Tauck World Discovery/Tauck World Discovery, headquartered in Norwalk, CT, is the leading provider of upscale, escorted travel. We operate 130 distinctive land journeys, ocean cruises, river cruises, safaris, family travel packages, and premier VIP events that provide authentic, engaging discovery in 60 countries and all seven continents.

Company web address:

www.Tauck.com

Internship location:

Address: 10 Norden Place

City: Norwalk

State: CT

Zip: 06855

Phone #: 203-899-6500

Fax #: 203-899-6612

Job description: Hospitality & Tourism Internship

Due to unprecedented growth, we have part-time Internship opportunities in our Sales & Marketing, Human Resources and Guest Relations departments. Interns will be responsible for working on assigned projects and providing administrative support within a department. Interns will learn and experience various areas of the travel industry and participate in job shadowing.

Intern Responsibilities:

- **Human Resources**
 - Processing and maintaining highly confidential employee information
 - Responding to internal/external requests for personnel information (i.e. employment verification)
 - Assisting with recruitment process: reviewing resumes, scheduling interviews, posting job descriptions, generating offer letters, conducting background checks, conducting reference checks, assembling new hire and benefits packets
 - Assisting in the development, implementation, coordination and monitoring of HR programs, policies, procedures and communication.
- **Guest Relations**
 - Data analysis for Product and Tour Director evaluations
 - Assessment of company's Guest Protection Plan, including market survey, trend analysis and cost/benefit analysis
 - Live Customer-Service Experience, directly impacting guest retention, long-term loyalty and business growth

- **Sales & Marketing**
 - **November Sales Meeting planning and logistical support**
 - **Agent services content maintenance and website development**
 - **Passport online content administration**
 - **Virtuoso Composer content building (a new online partner system)**
 - **Data entry and collection**
 - **Administrative filing and support**

Qualifications:

- **Strong written and verbal communication skills**
- **Attention to detail with an ability to organize/prioritize and multi-task in fast paced environment**
- **Proficiency in PC skills, including MS Office (Word, Outlook, Excel, PowerPoint)**
- **Problem-solving ability in highly stressful situations**
- **Exceptional teamwork skills to interact with internal and external parties**
- **Confidentiality with reference to sensitive information**

Compensation:

N/A (credit only)

Additional information:

Onsite fitness center (free to all building tenants)