

DESCRIPTION DETAILS OF INTERNSHIP PROGRAM

Company

- **NAME : BLUELINK INTERNATIONAL CZ s. r. o.**
- **ADDRESSE : Olivova 4, 110 00, Prague 1**
- **POSTAL CODE : 110 00**
- **CITY: PRAGUE**
- **TELEPHONE : +420 296 341 311**
- **FAX : +420 296 341 503**
- **Contact: Lia Monteiro, HR Specialist Work Placement Programs**

Internship Context

We offer the student (s) of your institution the opportunity to intern in our society.

BLUELINK INTERNATIONAL CZ is an international leader in Customer Service, Member of the AIR FRANCE GROUP, providing customer service to airline passengers. Working languages: English is the official language (Czech, Slovak, Spanish and languages of Central and Eastern Europe).

Specifically, we offer internships as part of **Erasmus Practical Placements (students), Leonardo da Vinci (graduates)** internships or regular internship program. There is always a tripartite agreement which is signed by the student, your school and us (special agreement). The only differences between the three types of programs are internal rules and how to pay the gratification. In the case of internships as part of Erasmus (Practical Placements) or LdV., students will sign the contract (convention / specific agreement) with your school (and your school with us) and through paid internships under tripartite agreement (signed by the student, the host and the school). Regarding the bonus, the wages paid to regular internship trainees usually is 800 EUR gross / **640 EUR net** per month (to which a bonus ranging from 60 to 150 EUR per month can be added depending on results of productivity and quality of work) and in the case of Erasmus Practical Placement and LdV. students will receive a scholarship of Erasmus and our bonus (depends on the value of the grant), but in both cases (in the context of paid placements or Erasmus Practical Placements / LdV.) grants are awarded on the same conditions (640 EUR net + bonus for a trainee). Independent of the type of placement, trainees will equally work as coordinators of customer service in front office communicating to the passenger the information that is available in our databases, making a record of each call, and/or for a trainee who has more experience, there is also a possibility of working on Financial compensation - Back Office - or as responsible for customer relations for sales on Transavia Booking. We also offer 6 months positions to work on ACCOR Hotels Loyalty Programs (new opportunity). We want to offer our students the opportunity to experience the two activities. In addition, you will then prepare a project that matches your profile. The projects aim to enable trainees to acquire new knowledge or management techniques that enable them to broaden their perspectives and expertise in research (we offer a project associated with quality control - quality control - facility management, etc..). We are looking for coordinators with English language + Spanish, French, German or Italian.

Internship Proposed

We are looking for coordinators with English language + Spanish, French, German or Italian. The internship in BLUELINK INTERNATIONAL CZ has as **essential objective to give the student the opportunity to perform an effective work in the context of a large company, enabling students to acquire concrete references and fully integrate into the business while implementing their knowledge, learning about the professional world, discovering how the company works (its internal life, etc.) and familiarizing themselves with professional methods.** Internships in BLCZ are interesting for students who want to deepen their knowledge and skills (tools, technology, etc.) working with the most modern technology in a large company with the best professionals or improve language skills in a national group. For this reason we search specifically for students with perfect knowledge of English and communicative knowledge of either Spanish, French, German or Italian, which are likely to work in an international environment and can be integrated throughout the workflow, because the quality of work of each coordinator is affecting the work of other coordinators (team spirit is fundamental to our work). The main task of the coordinator is to reassure and help the passenger that is in an uncomfortable situation, by giving appropriate information and solve the problems as quickly as possible. The passenger must feel he speaks to someone understanding, helping and competent. Coordinators usually work according to different schedules (shifts): (06:30 - 14:45, 09:00 - 17:15, 13:00 - 21:15, 14:45 - 23:00).

The main responsibilities:

- Provide quality assistance to customers of major European airlines
- Ensure quality services for major European airlines
- Receiving the call, providing information for the customer, documenting the call
- Processing administrative issues connected to problems with luggage/reservation/hotel loyalty programs
- Propose the optimal solution according to the procedures and quality standards

and

- strengthen control of the granted delegations in connection with the outsourcing of certain activities
- Solve quickly and fully respond to problems to the financial markets
- Collaborate with partners of BLUELINK INTERNATIONAL CZ to best meet customer needs
- Ensure that the service is at the heart of the concerns of the business
- Talk with his superiors and colleagues to give priority to customer impending issues

There are two types of training:

a) 3-4 to 6 months

b) 6 to 12 months

Available Starting Dates

We offer internships throughout the year, that is to say you can start an internship at any time of year, but the main condition of our company is that this placement must have a minimum duration of 3-4 months.

Requirements / Profile

We address particularly the young students with perfect knowledge of ENGLISH (the official language of the company) and communicative knowledge of either French, Italian, German or Spanish, which are likely to work in an international environment and able to work with PC (MS Office , Internet Explorer). Recruitment criteria: at least 2 languages: English + French, German, Italian, Spanish.

Allowance and Conditions of Exercise

Salaries are calculated according to salary scale depending on several criteria (primarily languages, productivity and work quality). The salary is approximately 800 EUR gross per month (640 EUR net). There is also a bonus ranging from 60 to 150 Euros per month depending on productivity and quality of work (this bonus will be paid in full at the end of the placement). In the case of Erasmus Practical Investing and LdV. students will receive a scholarship of Erasmus and our bonus (depends on the weight of the stipend), but in both cases, grants are awarded to the same conditions (640 EUR net + BLCZ bonus for a student - in the context of paid placements or Erasmus Practical Placements). The cost of living in the Czech Republic is lower than in other European countries and therefore the wages are not so high in comparison. Nevertheless, it is leveled by the economic cost of living in Prague. Visit website <http://www.expats.cz/> to have a better idea.

Benefits

- Language courses in French, Czech, Italian, German, English, Russian and Spanish (1 course / 1 time per week, usually outside high season peaks)
- Access to a gym / fitness (1 time per week > 1 hour or 1 course)
- Access to a pool (1 time per week > no time limit)
- New Premises located in central Prague
- Young and dynamic tasks
- Multicultural spirit

The mode of payment is bank transfer. You'll need to open a bank account upon arrival in order to receive your monthly salary.

Internship Evaluation

The Internship is evaluated and supported by a company tutor who will prepare an analytical report, in which he / she will highlight the added value it has provided to the student and the company during the student's internship. The company tutor will be responsible to contact the guardian of the school. Each assessment is designed to verify to what extent the student has developed his skills.

Each assessment will verify:

- The overall objectives of the course
- The specific objectives determined by supervisors in business
- The demonstration of certain qualities and attitudes of the student

Housing

Although prices fluctuate depending on the neighborhood, you can expect a rental value ranging from 8 000 to 10 000 CZK per month for an apartment (room) for 1 person. Upon the agreement, you should plan to pay the value of two months' rent to your landlord at the beginning of your stay: one for your rental and one for the security deposit (that will be returned to you at the end of your placement after the inspection of the conditions of the flat). Also, if you rent an apartment through an agency, you will be required to pay one extra rent value as the usual agency fee.

Districts: We recommend Prague 2, 3, 4, 5, 6 because these are areas that are not too far from city center and are well serviced in terms of transport (Although you should not automatically refuse to visit other districts). After confirmation and agreement on the internship placement, we can also provide you with an internal contact to help you find a viable housing option. Otherwise, please check on <http://www.expats.cz/> for other possibilities.

Transportation on site: The two main metro stations in the heart of the city are Mustek and Museum. From these stations you will be only 5 minutes walking distance away from the building in which BLCZ is installed. You can have unlimited access to the public transport in Prague for 550 KC per month (that includes metro, trams and bus services).

Contacts

Applications should be sent to the following address: LMonteiro@bluelinkservices.cz

In the title of the mail, so they are more easily identifiable, students must indicate:
"Name/Type of Placement (Erasmus/LdV/Regular Internship)/Date available for placement – X months (X being the length they want between 3 and 6 months)

CONTACT:

Lia Monteiro
HR Specialist
Student Workplacement Programs

LMonteiro@bluelinkservices.cz
www.bluelinkservices.com
Tel.: +420 296 341 331
Fax: +420 296 341 503