

## **Reservations Department at a Travel Agency in Valencia, CA**

**Host Company ID: I-0420029**



**Internship Length:** 6-12 months

**Paid Position:**

The rate of pay is \$12 USD per hour (approx. \$9.67 after taxes).  
40 hours, Monday - Friday. There are busy weeks when additional time is required (overtime at \$18 USD for hours after 8 in a day).

**Company:**

We are a Receptive Tour Wholesaler offering Fly Drive and FIT Hotel products throughout the United States and Canada. We are B2B and work with all major Tour Operators throughout Europe. Our documentation/road book for our Fly Drive programs is created in 7 different languages.

**Position Summary:**

Reservation agents work 8 hours per day Monday to Friday as part of a small 5-6 member reservations team. Agents will become familiar with the ART Fly Drive and FIT hotel product and will enter bookings in our in-house reservation system, confirm, cancel and follow up with suppliers to retrieve confirmation details, communicate with agents and assist passengers while they are traveling in the United States.

**Key Responsibilities:**

- Collaborate with product and documentation department to understand the process of contracting, booking and documenting individual reservations.
- Ensure reservations are entered correctly and followed until final confirmation is sent to agents.
- Work with the reservations team to assist with daily workload.
- Assist Reservation Supervisor as needed.

**Requirements:**

Candidates should have

- a background in the Travel Industry or in Tourism Management
- excellent English skills; French, Dutch or German are a plus