

Atlas Language School is a multiple award winning language school with operations in Ireland, the UK and Malta. Our mission is to make each day of our student's language travel programme an unforgettable life and learning experience and we are dedicated to providing the highest level of service in every aspect of what we do. Join our team who looks after students from all over the world that come to Ireland to learn English!

**Title:** Front Of House Internship, Dublin.

**Internship duration:** 30th September to 18th April 2025 (6.5 months). Full time internship (35.25 working hours per week), usually Mondays from 8.15 am to 4.30 pm and Tuesdays to Fridays from 8.30 am to 4.30 pm, with a 1 hour lunch break included. The 6.5 months is actually only 6 months of internship duration, as we are closed for 2 weeks during the Christmas period, and there is no work for the interns to be done.

**Purpose of Position:** The FOH Intern will support the Front of House / Reception department in various administrative tasks, contributing to the efficient functioning of the department as well as the school, helping out other departments as needed. In addition, the intern will ensure the best possible service for all of our students and stakeholders.

**Accountabilities:** This position reports to the Front of House Manager.

**Key Duties and Responsibilities:**

The following points outline the main areas which the intern will work, but tasks need not be limited to the list below:

1. The intern will be based at reception and provide support for:

- Phone calls, walk-in enquiries, student enquiries, student printing requests, registering students for activities, registering new students and re-registering students.
- Run school errands on the request of the front of house team including acquiring breakfast, birthday supplies, posting, etc.
- Taking payments for: course fee, material fee, accommodation fee, exam fee, medical insurance fee and social programme.
- Receive, sign and check deliveries arriving in the school.
- In-take stationary deliveries, manage stock, inform the front of house team on orders to be placed and maintain an organised stock room.
- Distribute the post to staff if needed.
- Give accurate information to all internal or external enquiries.
- Sign-in and out visitors and give them identification lanyards.
- Challenge any visitor, student or member of staff to show their identification.
- Prepare welcome packs for all new students.
- Check the general Atlas email, forward information to relevant staff and answer emails, if required.
- Upkeep cleanliness and tidiness of school common areas and the reception desk, and water the plants weekly.
- Perform weekly classroom checks and maintain accurate records.
- Ensure staff kitchen is routinely checked and stock maintained.
- Perform induction for new starting students every week.

2. The intern will work with the Academic Department to:

- Take payments for exams
- Support as Marshal during exams, if required.
- Give students accurate information about the exams, dates, deadlines, mocks and prices.
- Inform any compliment or complaint from students.
- Do weekly tutorials with new students.

3. The intern will work with Social Programme Department to:

- Support as social programme leader, if required.
- Support SP intern when required, check that wall newspaper posters, sign up sheets, lobby TV slides and activities on Fidelo (our school management system) have consistent information.
- Create slides for lobby TV with weekly SP and study club posters.

4. The intern will work with the Accommodation Department to:

- Guide students on how to reach the Accommodation office.
- Take payments for accommodation.

5. The intern will work with the Accounts Department to:

- Keep all credit card daily receipts organised and ready for accounts to collect.
- Take payments and record everything through Fidelo, as well as write the name of the payee on the back of the credit card receipts.
- Organise the coins and give it to the accounts.
- Count the till float, check the credit card receipts against the Fidelo record every morning and send totals to accounts email.

6. The intern will work with the Health & Safety team to:

- Ensure school fire exits are clear of obstruction and check fire safety equipment and record checks as directed - bring any faults to health and safety officer's attention.
- Maintain first aid supplies and record checks as directed

7. The intern will work with Welfare and Safeguarding to:

- Direct students to the appropriate welfare and safeguarding officers in case of a student's problem, complaint or worrying situation.
- Ensure posters and leaflets are consistent throughout the school, that they are up to date and in line with current school policy.
- Check in on under 18 students before their class (enrolled individual students, not groups); ensure they are in class when assigned to be and follow up with procedure if not in attendance.

8. The intern will work with Admissions Department to:

- Inform any course cancellation request.
- Check and record student holidays as requested via the email.
- Help with student bank documents and liaise with AIB for weekly appointment schedules.
- Write weekly notes in the students' profile which attend the AY meeting.
- Check and excuse student absences (when appropriate) as requested via the email.

**Compensation and benefits:**

Salary: €800 per month

Accommodation: 2 free weeks in a host family (self-catering); after the first two weeks, self-catering homestay accommodation costs €150 per week. In case we are not able to secure a self-catering host family for the first two weeks of your internship, you will be placed in a half-board host family (includes breakfast and dinner but not lunch) until we can find a self-catering host family for you.

In addition, you're more than welcome to take part in our part-time evening language classes for free throughout your stay (General English, Cambridge Exam Preparation, and Foreign Languages available).

You can also sit for a Cambridge Exam (FCE/CAE) at Atlas for free, if there are dates available and as long as it doesn't interfere with your working hours.

You will receive a 50% discount on our paid social programme activities.

You will receive 10 paid days of holiday pay for a 6 month internship.

**Application:**

Please contact [hr@atlaslanguageschool.com](mailto:hr@atlaslanguageschool.com) with a copy of your CV and the name of this internship in order to apply.