

## INTERNSHIP OFFER – RECEPTION AND CUSTOMER SERVICE

Van rental company number 1 in Iceland, Kúkú Campers Ehf managed to surf the trend of road trips to become the Icelandic market's leader in this field. With more than 360 vehicles in our fleet, our office is situated close to Keflavik International Airport, which offers fast and efficient services and deliveries for our international customers. Our team is made of people from all over Europe who believe that fun and parties can match quality and excellent services. And today, we're looking for new amazing interns to join us from mid-May to September 2023.

Welcoming guests is one of the most important missions we have here. First physical contact with our customers, our receptionists are the core of our activity, as well as the face and soul of Kúkú Campers Ehf. They're responsible for the introduction of our guest's stay, our vehicles, and the emissary of the Kúkú's vibe.

### Your missions:

- Welcoming guests to our office and offering them the best experience possible when they'll pick up their Kúkú camper;
- Give information to customers about hidden gems and good deals around Iceland;
- Inform our guests about our rental policy, our insurance, and extras available for rent;
- Organize and keep the reception, back office, and extras tidy;
- Proceed with an overview of the vehicle when the guest will drop it off,
- Deal with potential complaints and disputes in support of the shift manager.

### What we offer:

At Kúkú Campers Ehf, we want our staff to work well for sure, but also have fun while doing it. It means that we'll have crazy staff parties over the season, lunches and dinners from time to time, and special events to socialize with your colleagues.

We also offer the possibility to try and enjoy our campervans at least for one weekend during the season. As well as discounts and freebies for tours and activities all around Iceland.

And of course the experience in a foreign country with a multicultural staff and a free Kúkú tee-shirt!

### What's our type:

- Attending a Bachelor's program in Tourism/Hospitality;
- Fluent in English and another language (preferably French, Italian, Spanish, or German), a third language is a plus;
- Well presented and polite with a bit of Kúkú style;
- Team player and flexible;
- First experience in Reception is not mandatory but will be favored.

You've got an adventurous soul, you fit where you sit, and you've got a good rapport with others?

You're dynamic, smiley, polyglot, and attracted by Nordic countries/culture?

You've got team spirit, a taste for well-done jobs and you're not afraid of challenge?

Then this internship is for you!

Send us your resume and cover letter in English to [bookings@kukucampers.is](mailto:bookings@kukucampers.is)

Only students with a work placement agreement and a valid driver license will be considered.

Internship vacancy from May to September 2023 for a minimum duration of 5 months.

This is a paid internship.