DESCRIPTION DETAILS OF INTERNSHIP PROGRAM

Company

- NAME: BLUELINK INTERNATIONAL CZ s. r. o.
- www.bluelinkservices.com
- ADDRESS: Olivova 4, 110 00, Prague 1
- POSTAL CODE: 110 00
- CITY: PRAGUE
- TELEPHONE: +420 296 341 330
- FAX: +420 296 341 503

Internship Context

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

BLUELINK INTERNATIONAL CZ (BLICZ) is an international leader in Customer Service, Member of the BlueLink Group and consequently of the AIR FRANCE GROUP. We provide Customer Care and Reservation Services for clients in Airline and Hotel Industries.

Working Language: English is the official language of our company and the internal communications. The trainings are also in English, which requires a minimum base in order for the training to be successful.

We offer remunerated internships to students who are financially supported by EU programs as well as to those who don't have any financial support. These 2 groups will be referred to as 'EU placement' (Erasmus, LdV and Regional Programs) and 'Regular Internship' (students without any financial support). The treatment of both groups is principally the same – the differences are rather 'administrative/formal'. To understand more, please check “Contract, Reward, other Administrative aspects” further down the document.

Independent of the program, trainees will equally work as Coordinators of Customer Service in front office, communicating to the customers the information available in our databases, making a record of each call, and/or for a trainee who has more experience (usually 6 months internships), there is also a possibility of working on Financial compensation - Back Office - or as responsible for Customer Relations for Sales (Booking Service). We also offer 6 months positions to work with the Loyalty Programs of a major Hotel Chain (new opportunity).

In addition, ‘EU placement’ students will have a maximum of 10% of their time dedicated to a special project/activity (Internal Project). The projects aim to enable trainees to acquire new knowledge to broaden their perspectives and expertise in research (we offer a project associated with quality control - quality control - facility management, etc.).
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 BLICZ are interesting for students who want to deepen their communicative knowledge and skills (tools, technology, etc.), working with modern technology in a large company with the best professionals, or to improve language skills in a national group.

The main task of the coordinator is to reassure and help the customer that is typically 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): (06:15 - 14:45, 09:00 - 17:30, 11:30 – 20:00, 13:00 - 21:15, 13:45 – 22:00, and 14:45 - 23:15) in a total of 40 hours per week (8 hour shift). All coordinators will have 2 free weekends per month (if the trainee is required to work on the weekend, he/she will have free days during the week) and may work on holidays if requested.

The main responsibilities:

- Provide quality assistance to customers of major European Airlines / Hotel Chain
- Receiving the call (or document), 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 connected to airline/hotel 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
- Deal with superiors and colleagues to give priority to customer impending issues

There are two types of training:

a) 3 to 6 months
b) 6 to 12 months

Available Starting Dates

We offer internships throughout the year, and we are selecting students in advance for future seasons as it is generally more efficient, but the main condition of our company is that this placement must have a minimum duration of 3 months. The students will start with a 1 week training (usual training months: January/February/March/May for the first semester – and June, July, October for the winter season) followed by an adaptation period of 1 month minimum.
We search specifically for students with great **knowledge of English** and **native knowledge of Spanish, Portuguese, French, German, Dutch or Italian**, who enjoy the contact with customers and who 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 the team (**team spirit** is fundamental to our work). Having a third language always offers an advantage on the selection process.

### Contract, Reward and other Administration Aspects

When treating the students the company follows **2 guiding principles:**

- **The students will be treated as equally as possible to regular employees** (in regards to results, paid vacation and shifts over the weekend etc.) in order to have a real professional experience
- **‘Regular Internship’ and ‘EU Placement’ students are also treated as equally as possible** (only difference is on the 10% time for special projects due to financial support)

**Administrative principles valid for all students**

- **Tripartite contract** between Student, University and BLICZ
- **Extra local contract** between the Student and BLICZ - allowing us to subsequently pay the financial reward to Student
- **The total monthly reward** (including the stipend in case of ‘EU placements’) is around 800 EUR brutto/640 EUR netto
- Entitlement to the **paid vacations (1.66 days per months worked)**
- Eligibility for the **performance bonus up to 150 EUR** (Based on Productivity and Quality results). This bonus is usually only reachable when the student has gathered internal experience

**Overview of specifics related to the ‘EU placements’**

- Students that are financially supported by EU are entitled to spend up to **10% of the working time** on the ‘internal projects’ (special tasks different from the classical ‘coordinator’ job description)
- **Their monthly reward** will be the result between the **difference of the stipend (grant) and total reward** offered by the company (800 brutto/640 netto)

**Example:** If a student receives 300 EUR grant from the institution, we will pay the supplement of 340 EUR until it reaches base salary (640 EUR). If the scholarship received by the student is higher than 640 EUR, the student will only receive the working performance bonuses - if minimum requirements are reached.

Therefore **the maximum salary of a student, independent of program, is 640 EUR net + performance bonus if results reached.** The mode of payment is **bank transfer**. You’ll need to **open a CZ bank account** upon arrival in order to receive your monthly reward.

**Benefits (for both ‘Regular Internship’ and ‘EU Placement’)**

- Internal Language practices (1 course / 1 time per week, outside high season peaks – Aug/Sep and Dec/Jan)
- 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)
- 1.66 days of vacation per month worked
- New Premises located in central Prague
- Young and dynamic tasks
- Multicultural spirit
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 7 000 to 10 000 CZK per month for an apartment (room) for 1 person. Upon the rental 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. Please be prepared financially as this is entirely your responsibility.

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). We will provide you some websites to help you find a viable housing option upon acceptance.

Transportation on site: The two main metro stations in the heart of the city are Můstek and Muzeum. From these stations you will be only 5 minutes walking distance from BLICZ. You can have unlimited access to the public transport in Prague for 550 KC per month (that includes metro, trams and bus services). To check transport connexions please go to: http://jizdnirady.idnes.cz/praha/spojeni/ (click EN Option).

Contacts

Applications should be sent to the following address: Internship@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)

You can also apply through our website on this link: http://bluelinkservices.jobs.cz/ (search for option "Internship in Customer Care for Airline / Hotel Business" on right side). You can also take a look at our video, where you will get a glimpse of our office and meet some of our people!

We are also recruiting students for current and future seasons, so don’t hesitate to contact us in advance! We receive applications all year long and we will inform you of our current internship openings. We look forward to hearing from you!