

FRONT DESK ASSISTANT AND MARKETING IN SPAIN

Minimum 16 weeks

WHO WE ARE

www.proyecto-es.com

PROYECTO ESPAÑOL is a language school, specialized in Spanish for foreigners, with schools in Alicante, Barcelona, Granada and Madrid.

Our goal is to combine teaching the Spanish language and culture with fulfilling your holiday expectations at favourable prices. Our main tasks are offering professional, methodologically sound language instruction, as well as promoting the direct personal contact of each individual with the Spanish culture. In addition to numerous leisure time activities, our free Language Exchange invites you also to get to know Spain outside the classroom.

TASKS

To assist with the marketing department with the market research of the northern European countries.

To deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all of our students, with the key aim of retaining and attracting new customers.

MAIN TASKS

- Front Desk
 - Deliver excellent customer service, at all times.
 - Assist in keeping the School reception area clean and tidy, at all times.
 - Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.
 - Fulfil all reasonable requests from students to ensure their comfort, satisfaction and safety.
 - Report any maintenance issues immediately, including all furniture, fittings and equipment.
 - Provide reports, as required, for housekeepers and management.
 - Maintain personal knowledge by completing in-house training and workbooks.
 - Always adhere to all company policies and procedures and licensing laws.
 - Be involved and contribute at team meetings.
 - Carry out instructions given by the management team and head office.
 - If necessary, helping with the afternoon excursions in Alicante.
- Marketing department:
 - Dealing with customer needs through the Social Networks.
 - Update weekly information in the Social Networks.
 - Carry out research of certain markets we would like to approach.
 - Update marketing databases.



PROYECTO español

ESPAÑOL PARA EXTRANJEROS

CUSTOMER FOCUS

- Be friendly, smiley, sociable and welcoming to our students, to create a great atmosphere.
- Remain calm, patient and polite, if receiving students' feedback.
- Be helpful and go out of your way to help our students.

REQUIREMENTS

- Must be a detail-oriented and collaborative team player and possess strong time and self-management skills.
- Excellent organizational skills with a strong commitment to quality, accuracy and on-time delivery.

Languages: Spanish B1 or higher (we could accept Spanish beginners depending on candidate)

Location: Alicante or Granada, Spain.
Open to work in different shifts, morning – afternoon (could include Saturdays) 6 hours per day.

Remuneration: Spanish course offered by the company and special price for accommodation.

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