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Anthony Travel, Inc. Events Intern – Dallas, Texas

The internship program at Anthony Travel focuses on three key values: professional socialization, the sharing of experiences and ideas, and increasing your skill set. Some of the duties include:

Event Coordination

- Customer service support:
 - Creatively determine how we can serve clients better.
 - Assist with customer calls and email requests.
- Assist in developing and executing specific procedures as they relate to the execution of events - from marketing efforts to the reservation process to the event fulfillment process.
- Analyze and challenge current processes. Offer suggestions to streamline processes and procedures.
- Assist in distributing information on events to the sales staff.
- Work with the Event Managers and/or Intern Supervisor in developing and distributing marketing materials to promote our event packages and offerings.
- Will be required to learn and manage all areas of Anthony Travel's customized online reservation system.
- Build rooming lists and manage room blocks in the reservation system to maximize utilization and minimize risk.
- Maintain and update event manifests, such as rooming lists, tour manifests, air manifests, specific component lists, etc.
- Verify rooming list accuracy and other quality control items.
- Assist with audit and reconciliation of hotel and other event bills.
- Assist with sales and event reporting.
- Create and input Meet 'n' Greet data. Compile event summary information. Assist with management of qualified/eliminated teams. Maintain historic sales reporting on the event.
- Support the Event Manager and Event Coordinator with their needs and responsibilities, as necessary.

Marketing and Sales

- Website support: generate new ideas, help assure website is accurate and up-to-date and being used effectively.
- Provide suggestions on how to best generate sales for a given event.
- Work with Event Manager and Event Coordinator to initiate outbound calls, prepare and send e-mail blasts and implement other sales tactics.
- Gain a working knowledge on all office events and services and answer incoming sales calls.
- Sell Anthony Travel services to current and potential customers mainly through phone and e-mail communications.
- Identify opportunities to cross-sell Anthony Travel services.

Reporting Relationships

- Report to the assigned Event Manager and Coordinator for daily work.
- Provide support to all Event Managers and Event Coordinators.

Working Conditions (legal)

- Work will be split between a climate controlled office environment for 90% of the time and the outside for 10% of the time, which includes driving or flying to major customers or potential customers in all types of weather including rain and snow.
- Work will be from eight to ten hours per day, five days a week. Some days will consist of early and/or late meetings with customers and staff members. This is a highly competitive field and will require weekend duties at times.