

## Internship Customer Happiness (m/f)

Holidu is building the world's best search engine for vacation rentals. Our mission is to finally make finding and booking the perfect rental as easy as a Sunday morning. We are on this journey in a rapidly growing team of travel and technology enthusiasts from all over the world. Our travel mates also include investors and mentors who have helped companies such as Booking.com, Spotify and Zalando to achieve global success. So, pack your bag, hop on board and get ready for take off!

### Your role in this journey

Our goal is to be here for our customers and make them happy by simplifying the booking process of vacation rentals. You play a critical role with the following tasks:

- Advise customers by finding their dream vacation rental via phone & e-mail
- Assist in the booking process, cancellation and rebooking
- Communicate with our partners
- Transfer customer requirements and potential issues to help us to develop every day
- Support in product management projects: How to make the customer happier?

### Your backpack is filled with

- Ongoing or completed studies at a university
- Helpfulness for our customers to book their dream vacation rental
- Love to communicate while always staying calm and gentle
- Delight for the internet and passion for working with new softwares
- Fluency in German
- English skills and other languages are a plus

### Our adventure includes

- Cutting edge technology in all areas of our fast-growing business
- A diverse international team with the ambition to achieve amazing things
- Flat hierarchies, responsibility and freedom to develop your own ideas
- Continuous learning from and with experienced co-workers and mentors
- Real team play with a lot of fun together during and outside of work

### Want to travel with us?

Visit [holidu.com/careers](https://www.holidu.com/careers) to learn more and apply. Your first travel contact will be Lisa König from HR.