

Job Title: Intern Rate Loading (m/f/d)

We are looking for a Cologne based **Intern Rate Loading (m/f/d)** who are responsible of the rate loading process for our national and international corporate customers.

Your challenges

- Assist to manage the rate loading process for our corporate customers with individual hotels and hotel chains (CRS, GDS and external connected hotels)
- Support our customers and ensure outstanding service quality in answering rate loading related requests
- Investigate and support non bookability situations (first level support) and identify specific issues to escalate to responsible stakeholders as second level support
- Build and maintain a fruitful relationship with the HRS internal stakeholders as well as to the travel managers of HRS corporate customers

Your commitment

- First professional experience in the hotel industry and / or within the B2B travel industry will be an advantage
- Good MS Excel skills
- Bindingness, self-responsible work as well as customer and result orientation combined with very good communicative skills
- High level of self-motivation and ability to work under time pressure
- Ability to manage hotel and customer expectations
- High level of flexibility and good organization
- Fluency in German and English, both spoken and written