



Expand Your
Career

Internship - Back Office Assistant

For this internship, you will be working for a market leader for expatriate relocation services in China and Hong Kong.

About the Company:

The company is an Expat owned and managed relocation and housing agency with offices in Shanghai, Beijing and Hong Kong. Established in 2004 by a group of expatriates from the Real Estate and HR industry the company has been expanding extensively in recent years across China. As a company, we are assisting MNCs to relocate their expatriate staff to Shanghai, Beijing and 20 other destinations across the mainland, plus Hong Kong.

The company is now seeking a dedicated intern to join the team in Shanghai office. A unique opportunity to work in a friendly, English-speaking work environment, the possibility to understand the relocation industry, develop your customer service skills and work in all facets of the business as a support to the Shanghai Relocation team.

Job Description:

Support the Relocation team Shanghai with tasks including but not limited to:

- Updating internal CSM system
- Booking appointments
- Creation of welcome packs
- Creation of customer documentation and financial statements.
- Development of guides and other support material

Required Profile:

- Native English, German or French Speakers or have been living overseas for an extensive period of time
- Possess great communication skills and be able to relate to the problems of expatriates relocating to China
- Have a real understanding of delivering high-end customer services

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Benefits for Intern:

Opportunity to:

- Work with the owners of the company
- Have a good overview of all divisions the business

To Apply:

Check our website www.route2china.ch and send your Resumé to min.wang@route2china.ch

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Internship – Management Trainee (Front Desk/Restaurant/Kids Zone)

For this internship, you will be working for 1 of the best country and family clubs located in Shanghai. The club is owned by the 4th richest man in China. You will be working for his team and may have personal contact to him or his exclusive circles of friends. The plan is to expand the country club to more than 20 cities in 5 years. With excellent performance, you have a chance to be offered a permanent management position upon completion of the internship.

About the Company:

Located in Shanghai, the company is an international club, sports and leisure complex with more than 20'000 m². It is aimed at providing every member with unique, entertaining and healthy activities, creating happy family memories.

Job Description:

In this role, you will respond to the Director of Operation

- Responsible for working alongside managers and accepting delegated responsibilities and duties with the goal of eventually becoming a manager.
- To ensure smooth and efficient operation of the assigned areas, such as Front Desk or restaurant.
- Operate the areas as a business unit as per the standards and procedures and practice managerial principles to achieve departmental goals, in terms of guest satisfaction, financial targets, training and high employee morale.

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Duties and Responsibilities:

- Work with other managers to plan and direct the work of front desk/restaurant/kids zone.
- Ensure that service is carried out in accordance with standards
- Help to develop standards & procedures, in keeping with the club policies and procedures.
- Receive instruction in subjects related to their rotational experience.
- Work in different departments to gain perspective, including front desk, restaurants and kids zone etc.
- Handle guest complaint and report to Director of Operations
- Adhere to guidelines of formal written training program.
- Attend periodic evaluations.
- Assist Director of Operations in formulating yearly and monthly budgets.
- Participate with management in interviewing, hiring, and training employees.
- Use company reports to analyze sales, gross profit and inventory activity.
- Identify trends and recommends proactive or remedial action to manage business situations.
- Report market activity to management by monitoring and analyzing competitive price lists and products.
- Work with and through management to develop and implement actions that protect company assets and profitability.
- Coordinating and communicating with other departments, to ensure guests and staff satisfaction.
- Develop and execute a promotional plan to increase revenue in the department.
- Good command of Food and Beverage service, product and menu knowledge.

To Apply:

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