

THE SWEDISH PROGRAM

Liberal Arts / Stockholm School of Economics

GuestIt AB

Internship in Customer Service Management

Organization

Founded in September 2017, GuestIt is a tech enabled full-service home rentals management startup in the proptech category, offering dynamic pricing expertise, thoughtful interior design and hotel-style operations for homes.

Culture is important to us. We love what we do, and make sure everyone in the team feels valued, respected and important. This makes people take pride in their work, and that's when the best work is produced. We focus on results, not face-time and thus, no major corporate demands.

We are a team of 3 Executives, 1 Operational Manager and a team of 7 on-field profiles. We are a fast-growing company going into fundraising full of bright, engaged folks who'll keep you on your toes every day and need support in the daily processes.

Learning Objectives

You will develop skills vitally important in today's business environment including team-based interaction, the ability to manage outcome without having direct authority over others, and the capability to aid in the definition and the direction of the local firm's initiatives.

You will gain an understanding of the day-to-day operations of a proptech organization. Interns will interact with executive level to better understand the goals and objectives behind our approach.

Responsibilities

- Take command of all guest interaction through the inboxes of our 'Hands-Off' Airbnb hosts, making sure no messages slip through the net
- Review and respond to the numerous guest enquiries we receive daily, and it'll be your job to ensure our guests are informed and ready for their trip (before, during and after)
- Put your empathic social skills to use daily, liaising between multiple teams across the business and, of course, the guests on the other end of the inbox
- Manage our reservations system meticulously
- Brush up on your knowledge of Stockholm's best spots, in order to give guests a local's showoff

Preferred Background or Skills

Open to different backgrounds and majors

Location

SSE Business Lab, Ostermalmsgatan 26A, 114 26 Stockholm

Hours

Min. 10 hours per week