

Internship Programme – Business, Retail & Catering

Exploris Aquarium's internship programme offers a wide variety of experience to individuals interested in the tourism industry along with strong guidance in the business, retail and catering departments.

Through the internship, you will be trained and guided within all areas of the business, providing you with strong experience for your future career.

By the end of your internship we would expect you to be confident in the following areas;

- Monitoring of all visitor areas i.e. exterior, reception, café, gift shop & toilets ensuring these areas are operating efficiently, clean and damages are reported and repaired.
- Ability to instruct other members of staff to ensure the above role is fulfilled. This includes ensuring proper uniforms are worn, name badges and ensuring the mobile phone and smoking policy are implemented and enforced.
- Wider knowledge of computer and electronics e.g. In the event of a Wi-Fi failure, some equipment will not operate. Therefore, you will be equipped to reset Wi-Fi, PC's, Credit card terminals, tills and computers. Training will be given, but basic knowledge of IT an essential requirement.
- Meet and greet visitors, validating pre booked tickets and selling tickets to walk in visitors
- Processing bookings over the phone
- Cash up duties at end of shifts / working day
- Processing credit cards, cash and voucher transactions
- Upselling of merchandise, guide books or other products made available from management.
- Carry out administration duties as instructed by management when required.
- You will be trained in the compliance of food safety and your responsibility to maintain a score of 5 in the food hygiene rating.

- Record food deliveries, record keeping for food safety compliance, preparation and cooking of hot and cold food & keeping the kitchen clean at all times.
- Ordering and restocking of all retail items.
- You will be required to cover all areas within the aquarium in the event of a staff member being unavailable or to cover breaks. This includes the café, reception, cleaning and gift shop.
- Working as part of team in a busy environment

In order to gain relevant experience in all departments the internship is available for a minimum of 4 weeks and a maximum of 12 weeks. Please note this is an unpaid opportunity.

If interested in completing an internship at Exploris Aquarium please send a copy of your CV to Gerard@explorisni.com