

## INTERNSHIP / [experience.brussels](#)

<b>Company</b>	visit.brussels
<b>Department</b>	Client Experience
<b>Unit</b>	Visitor Services
<b>Title</b>	Expo officer / Intern
<b>Reports to</b>	Manager Visitor Services



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### The company: [visit.brussels](#)

visit.brussels is an organism of public interest subsidised by the Brussels-Capital Region. We're the Brussels-Capital Region's tourism promotion and communications agency, committed to the promotion of tourism, culture and events in the Brussels-Capital Region. Our objective is to promote and reinforce the image of the capital of 500 million Europeans. We bring dynamism to the city where the heart of the world beats. We create unique experiences for visitors and residents.

*visit.brussels: we make you love Brussels!*

### The unit: **Visitor Services**

This unit is the main pillar of the customer relationship. It is the decisive point of contact in the customer experience, that will listen to the wishes and needs of each individual and ensure that they are satisfied as best as possible. In this way, it can provide undeniable added value and improve Brussels' competitive position. It manages all incoming requests from individual customers, via telephone, e-mail, physical contacts in the tourism offices or outside the office, on social networks, via mail or on the web.

### The workplace: [experience.brussels](#)

experience.brussels is a fun, educational and interactive permanent exhibition, that presents the multiple facets of the Brussels-Capital Region: its population, its culture, its institutional workings, its status as the capital of Europe, its inhabitants... Events and activities for groups are organised throughout the year at experience.brussels. Located in the museums area called "Mont des Arts", the exhibition covers 800m<sup>2</sup> on the first floor of the BIP building, house of the Capital Region.

[www.experience.brussels](http://www.experience.brussels) 

## Mission

You will welcome and guide visitors to the exhibition (individuals and groups). On top of this you could be called upon to manage bookings, accompany groups visiting the exhibition, and participate, in collaboration with the Manager experience.brussels, in the organisation of educational activities and events linked to the exhibition.

## Core tasks

- Welcoming and accompanying visitors to the exhibition, and informing them of its contents
- Informing visitors to the exhibition of the various ways to visit the exhibition (ex: for families or schools, teenagers, language learners)
- Making sure the exhibition is always correctly set up and ready to welcome visitors
- Technical monitoring of the exhibition: identifying issues, contacting the technical team and/or the building manager and/or the IT manager
- Welcoming groups that come to visit the exhibition
- Responding to information requested by telephone or online

## Other tasks (to be defined in the internship plan)

We offer you the chance to adapt your internship depending on your preferred areas of interest. According to your interests and skills, you will, therefore, be able to accomplish the following tasks:

### Marketing and communications

- Developing promotional channels for the exhibition
- Developing a promotional project for the exhibition
- Developing the Kids & Family sector



### Education

- Accompanying groups of children and adults through the exhibition
- Elaborate new educational activities

### Events

- Organisation of a little event
- Running of an event

### Administration

- Management of group bookings, timetabling and scheduling and follow-up of bookings.

## Profile



- Qualifications: Must be in second or third year of Bachelor's degree or currently completing a Master's degree
- Fields of study: tourism – communications – marketing – education
- Languages required: French – Dutch – English
- IT: Good knowledge of Office (Outlook, Word, Excel)
- Previous experience of activity leading or guiding groups is a plus
- You are someone who is autonomous, versatile, well-organised, dynamic and presentable with impeccable people skills

## Our offer

- A tailored internship in a small, motivated, open and welcoming team
- Close and personalised monitoring of the internship, based on listening and mutual trust
- An extraordinary work setting, at the heart of the Mont des Arts
- The opportunity to develop your professional network, thanks to the central role visit.brussels plays in Brussels' culture and tourism sectors
- The possibility of being invited to opening nights, temporary exhibitions and even cultural events

## Practical details

- This internship offer is valid for a period of minimum two months and would preferably cover July and August
- Work timetable: the equivalent of a full-time, 38-hour per week post that can be stretched over several months if necessary. Occasionally the intern might be needed to work certain evenings or weekends, but will be able to recuperate that time as time off during the week
- Workplace: visit.brussels, rue Royale 2 – 4, 1000 Brussels (BIP building).
- The internship is unpaid.
- The intern is covered by his or her academic institution's insurance.



## Contact

Please send your CV, cover letter, availabilities for an interview and the internship period by email to:  
**b.vella@visit.brussels.**