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Enterprise Rent a Car Dublin Airport

Management Trainee Internship

What is Enterprise Rent a Car?

- Enterprise was founded in St Louis, USA in 1957 by Jack Taylor
- Today, Enterprise is still owned and operated by the Taylor family
- It is the largest transportation company in the entire world
- It is worth approx. \$25.9 billion
- It is located in 85 countries
- Enterprise has grown from a fleet of 7 cars to a huge 2 millions cars
- There are 7,600 branches across the world
- Brands: National, Alamo and Enterprise
- Dublin Airport is the busiest airport location in the whole of Europe
- Diverse fleet – from small cars to large commercial vans to suit everyone's needs
- Enterprise employs approx. 100,000 employees across the globe

What Did My Role Involve ?

- Providing excellent customer service
- Integrating new interns into our business
- Service with a smile
- Admin – contacting customers and filing paperwork & contracts
- Being responsible for sensitive data
- Member of Employee Committee
- Sales – upselling of multiple products
- Working along side managers daily
- Prechecking cars for damage & making sure they are roadworthy
- Checking customers into their hire cars

Why I Choose Enterprise

- It is a fast paced environment
- I wanted to work for a global company, especially one which is a household name
- Enterprise is based off customer service and teamwork
- I wanted something which made my CV stand out from the rest, and placement is a perfect example for that
- It is a fun environment while learning so much about the running of the business
- Employee Empowerment – you are given responsibility from day 1



- Enterprise rewards hard for hard work – nights out, vouchers & time off your shift

My Biggest Achievements

Within my first two months in Enterprise, my colleagues voted me as MVP for all my hard work

Throughout my placement, I received **two** letters of appreciation from George O'Connor (MD, Ireland) to acknowledge the excellent customer service that I was consistently providing

Learnings Opportunities

- Growth – phases are encouraged which give you an in depth understanding into the business
- Human resource – training new recruits & assessment centres
- Personal development – you mature quickly and develop skills such as communication, leadership and independence
- Managerial skills – working very close with various levels of managers



- Teamwork – learning how to efficiently work as part of a team of 50+ in the Dublin Airport branch

Placement Reflection

- The past year working in Enterprise has been difficult but more rewarding than I could have imagined
- It is nerve-wracking, but Enterprise offered support to help me settle in, and I was quickly part of the family
- Employee empowerment is a key part of Enterprise. Within two months, I was already training in new staff
- I have made so many great friends and amazing memories which I will treasure forever
- I am grateful to have gained experience in the work force and I am excited for what the future holds for me



- I now have the opportunity to enter the Graduate Programme with Enterprise, should I decide to pursue a career

Advice to Placement Students

You will work more than your friends in college, but it is an opportunity to earn, save, and learn valuable skills that will make you stand out from your classmates

Placement is difficult but if you are willing to put in the hard work, then it can be so rewarding

Persevere when times are tough & remember that everyone was in your position before

Don't be afraid to ask for help when you're struggling – teamwork is everything

Work hard and be rewarded hard – make it a year that you're proud of

HAVE FUN!!

What is Next for Me?

- I am so excited to finish final year and get back into the working world, but I will be maintaining a part time job in Enterprise until then
- Enterprise has filled me with so much passion and drive
- I now know that a role in management is what I desire, as leadership is so empowering to me
- I now have one year full time experience related to my course which will make my CV stand out from the rest