Email: [info@firstclasstours.rw/reservations@firstclasstours.rw](mailto:info@firstclasstours.rw/reservations@firstclasstours.rw) +250 788913722

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Dear Latia IRADUKUNDA,

We are pleased to confirm your acceptance as an intern in the Sales and Marketing Department at First Class Tours, starting on January 1, 2025, and concluding on April 15, 2025. This internship provides a unique opportunity to gain valuable, hands-on experience in the dynamic world of tourism marketing.

During your internship, you will be involved in the following key tasks:

**Market Research –** Assisting in analyzing market trends and customer needs to improve our offerings and identify new sales opportunities.

**Social Media Management –** Helping to create and manage content for our social media platforms, engaging with our online community, and monitoring performance.

**Sales Support –** Assisting the sales team in managing customer inquiries, preparing sales materials, and providing support in handling client accounts.

**Promotional Campaigns** – Working with the team to brainstorm, plan, and execute promotional campaigns to boost brand visibility and attract potential clients.

**Customer Engagement –** Participating in customer relationship activities to enhance customer satisfaction and loyalty.

We are excited to welcome you to First Class Tours and look forward to your contributions. Should you have any questions, feel free to reach out.

Sincerely,

Akingeneye Alphonse

CEO, First Class Tours

+250788913722