

**CARLSON WAGONLIT TRAVEL-INDIA**

**JOB DESCRIPTION**

**POSITION TITLE** : **TRAVEL COUNSELLOR**

**REPORTING TO** : **TEAM LEADER / IMPLANT HEAD**

**REPORTEES** : **TRAINEES, TRAVEL EXECUTIVES**

**PRIMARY OBJECTIVE OF POSITION:**

- To facilitate the travel requirements of the passengers by providing appropriate consulting on routings on preferred airlines.
- To take feedback from the traveler on his/her return.
- To ensure smooth travels arrangements by ensuring correct details in the PNR.

**MAJOR AREAS OF ACCOUNTABILITY:**

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**A. Ticketing**

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- \$ Contact clients to obtain service requests.
- \$ In case of booking requests other than the authorized representative, reconfirm the booking with the representative before action.
- \$ Collect relevant details regarding proposed trip from client.
- \$ Work on itinerary and fares and obtain confirmation from clients.
- \$ To give multiple options to the clients on the routings.
- \$ Advice on suitable / preferred airlines and best possible and convenient way to reach the destination.
- \$ Make booking on system.

**PROFILES**

- \$ To make profiles for all the travelers of the client. To ensure that correct data is entered in the profiles like – correct Date of Birth, accurate passport issuance date, correct name, frequent flier number, meal requests, seat requests etc.
- \$ To update the profiles as per the changes that are observed for the travelers.

**INVOICING**

- \$ To retain IV copy of invoice.
- \$ To check invoice with ticket for accuracy.
- \$ Ensure appropriate delivery to the client with the invoices attached.

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**B. Ticket Cancellations**

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- \$ Receive tickets for cancellations.
- \$ Give acknowledgement slip for cancelled tickets to the client.
- \$ To collect the acknowledgement slip from the dispatch and handover the same to the accounts.
- \$ To handover the cancelled ticket to the Team Leader.

\$ To maintain a cancellation register and ensure that the cancelled ticket data is entered in the register.

## **ACCOUNTS FOR RECEIPTS**

\$ Collect cash/cheque only in case of cash sale.

\$ Indicate to Accounts the invoices against which the receipt is to be adjusted.

\$ Collect receipt voucher to be given to customer.

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### **C. Rail Booking**

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\$ To receive the rail booking requests.

\$ To fill in the rail booking/reservation slip (as per the format).

\$ To forward the requests to the Rail Executive for further processing.

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### **D. Passports**

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\$ In case of an application for a new passport, ensure that the data is accurate and all relevant documents are attached.

\$ In case of an application for renewal, ensure that the application form is duly filled and relevant documents are attached.

\$ Receive copy of invoice from Facilitation Executive and hand it over to client.

\$ To keep the copy of the passport which is a source of information in creation of profiles.

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### **E. Visas**

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\$ Receive applications for Visas and other relevant documents and hand them over to Facilitation Executive.

\$ Record request on Requisition Slip and ascertain validity.

\$ Prepare docket with case papers.

\$ Check on the advice received on the Visa submission (interview date, visa approval etc) and facilitate the remaining travel process.

\$ To ensure that the timelines are maintained for Visa in accordance with the passengers date of travel.

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### **F. Hotels & Cars**

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\$ Receive requests for Hotel / Car from the clients.

\$ If the corporate has a direct contract / tie-up with the Hotel or the Car hire agency, then the Travel Executive to do the booking directly.

\$ If the corporate does not have any direct contacts with the Hotel or the Car hire agency then the requests to be taken down on the reservation slip.

\$ The reservation slip to be forwarded to the Leisure department for the further processing.

\$ In case the Hotel confirmation is done by CWT, then a voucher in triplicate needs to be issued. The original voucher to be given to the Hotel, duplicate voucher copy to be given to the passenger/booker. The triplicate (third copy) to be retained for counter reference.

\$ To ensure that the voucher has complete details like – customer to be billed directly or bill to the CWT – Incase of “Bill for Extras”, nature of Extras is defined.

\$ Hotel voucher in the prescribed format is completely filled in.

\$ Incase of bill to the corporate, hotel confirmation to be given to the booker.

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### **G. Inter-Branch/Inter Activity Services (Back Office only)**

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\$ To take inter-branch requests for reservations.

\$ To dispatch the tickets as per the directions mentioned in PNR.

\$ To keep passenger updated on the ongoing processes for his/her request.

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### **I. Receivable Management**

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\$ Follow up and timely collection from the Customers with correct and complete details.

\$ Regular reconciliation with clients & credit control to settle Statement of Accounts.

\$ Processing and disbursement of payments to suppliers.

### **KEY RELATIONSHIPS**

- KEY ACCOUNT MANAGER
- HEAD – OPERATIONS
- TEAM LEADER/IMPLANT HEAD

### **REVIEW PROCESS:**

- Quarterly (formal/informal) review on the performance.
- Sharing client feedback
- Goal setting and 2006-2007 objectives