

## **JOB DESCRIPTION**

**POSITION TITLE : TRAVEL COUNSELLOR**

**DEPARTMENT : PASSAGE**

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

### **PRIMARY OBJECTIVE OF THE POSITION**

To provide the services to the customer, as per contract.

### **MAJOR AREAS OF ACCOUNTABILITY**

#### **Ticketing**

- 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.
- Obtain confirmation of availability of seats from airline.
- Fill up requisition slip and give it to ticketing manager.
- Make booking on system.
- Delivery ticket to the client and obtain receipt of ticket delivered.

#### **Profiles**

- Make traveller profile for each passenger before creating a PNR.
- Update profiles as and when there is a change in data.

#### **Invoicing**

- Retain 4<sup>th</sup> copy of invoice.
- Check invoice with ticket for accuracy.
- Handover invoice with ticket to client.

#### **Dispatch of Tickets**

- Indicate Name and Address of contact person on envelope for dispatch.
- Provide exception list for clients requesting all invoices to be sent to him at a later date for approval to Branch Manger.

#### **Receipt of Tickets for cancellation**

- Receive tickets for cancellations.
- Give acknowledgement slip for cancelled tickets to the client.
- Receive acknowledged copy of the slip from dispatch courier.
- Handover the cancelled ticket to reporting manager.
- Handover acknowledgement slip to Accounts.

## **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.

## **Rail Booking**

- Receive requests for rail booking.
- Record booking on Requisition Slip as per format.
- Handover Requisition Slip to Rail Executive.
- Obtain authorization from Key Accounts Manager where money has not been collected for tickets in advance.

## **Passports**

- 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 it is duly filled and relevant documents are attached.
- Receive copy of invoice from facilitation executive and hand it over to client.

## **Visas**

- Receive application 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.

## **Hotels/Car**

- Receive requests for Hotel/Car bookings.
- Contact Hotel/Car agency for booking.
- After confirmation is received, generate Hotel Requisition Slip and send it to hotel/Agency. Upon receiving confirmation from the Hotel/Agency, prepare hotel voucher in triplicate and give to Branch manager for authorization.
- Hotel voucher is in the prescribed format and is completely filled up.
- Receive bill from Accounts for bill passing.
- Accurate bill is raised on customer for amount receivable.
- Inform Accounts about open vouchers and for commission receivable from Hotels.

## **Receivable Management**

- Follow up and timely collection from the Customers with corrects and completes details.
- Regular reconciliation with clients & credit control to settle Statement of Accounts.
- Processing and disbursement of payments to suppliers.

Teamwork is very important to CWT and you will be expected to work as part of a team. This may mean that you will be required to offer assistance to other employees at any time.

Incumbent is encouraged to seek assistance from Line Manager should further clarification relating to Job Description be required.

CWT may make variations to this Schedule (including additions and deletions) as may be reasonably required to meet its business and operational needs.

**Incumbent needs to have a valid work permit for India. CWT India will not support work permit applications**