



Job Description

Senior Travel Consultant Travel Consultant

Basic Objective – Your job’s overall purpose highlighting the general function or duty for which your position is responsible

Core responsibilities to provide customer service to our clients to make travel bookings.

Key Responsibilities - Duties which make up your regular assignment. Others may be assigned

- Issue simple tickets
- Make seat assignments and request special meals
- Make fare quotation and build fare shell
- Follow up visa processing for customers
- Arrange non-air travel services such as rail/ferry/AEL tickets
- Handle hotel bookings (including those are not bookable in GDS)
- Hotel car transfer
- Urgent e-ticket link for amended reservations
- Prepare car exchange order to car-hire company such as King’s
- Prepare exchange order to visa vendors
- Take voice message for Travel Consultant and the team
- Prepare invoice for King’s car and visa vendor
- Liaise with Accounts for invoices sent to Accounts Department
- Imprint card for non-BSP ticket/car/visa
- Trace invoices
- Offer assistance to team members whenever is required
- * Help team leaders to compile reports for submission to clients
- * Help mentor staff in the team

Key Relationships

- Team Leader
- Senior Travel Consultants
- Travel Consultants
- Operations Manager
- Visa vendors
- Airlines
- Hotels
- Finance Department
- Training and Quality Control Management

Reports to

- Operations Manager/ Team Leader

Scope

- Work harmoniously with 3 to 10 peers in the team

Skills/Experience

- Ability to use GDS for booking air/hotel
- Customer facing skills
- Minimum 5 years experience for Senior Travel Consultant
- Minimum 2 years experience for Travel Consultant
- Good communication skill over the phone
- Able to work under pressure
- Attentive to details
- Fluent spoken English and good communicative English

Note : * duties handle by Senior Travel Consultant