

Travel Consultant – Key Responsibilities and Requirements

Duties & Responsibilities

- Handle customer requests.
- Manage customer travel bookings with meeting customer & company performance benchmark
- Meet customer SLA, service quality and travel policy management requirements
- Produce necessary documentations / information as required to support:
 - ✧ Efficient and accurate travel transactions and records
 - ✧ High quality Management Information reporting
 - ✧ Customer data quality/integrity requirements
 - ✧ Customer travel proposals / quotations

Key behavior requirements:

- Active team player, demonstrate pro-active approach to assist internal/external customers
- Able to handle work pressure, demonstrate good ability to provide stable and accurate service when workload vary
- Friendly attitude, demonstrate pleasant approach in communication
- Willing to learn, demonstrate an open mind set in adopting changes. Take initiative and action to seek for improvement

Qualification & Skills:

- HKCEE/HKDSE certificate holder or above
- At least 3 years travel industry experience
- Good command of Chinese and English, verbal and written
- Knowledge of GDS & PC usage

For application, please send CV to hr@travelux.hk