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| Job title: | Travel Consultant | Employment status: | Full time |
| Department: | Buffalo Tours Agency | Job Location: | BTA office, HN |
| Report to: | BTA Manager | Direct report from: | No |

POSITION PURPOSE:

To work in a retail Point of Sales (POS) and to sell travel related services to direct clients in person, by email or telephone or online

To provide an excellent quality of service to attract and retain customers

RESPONSIBILITIES:

| Accountabilities | Key Performance Indicators |
|-------------------------|---|
| SALES | <ul style="list-style-type: none"> – Assist clients in finding travel package deals for their needs, included but not limited to land services, accommodation, transfers, air travel, rail tickets, car rentals, travel insurance. – Process reservations, transfers, changes, and cancellations – Make all domestic and international reservations using the BRS |
| CUSTOMER SERVICE | <ul style="list-style-type: none"> – Secure new client sales and retention through customer service provided – Maintain a high level of customer service in line with the positioning of BTA – Stay educated on domestic tourism information – Create service contracts for group travel – Provide alternatives for customer travel – Inform clearly all customers of terms, conditions and cancellation policy for each booking – Handle customer complaints with diplomacy and refer to GM whenever necessary – Maintain an excellent personal professional presentation: uniform, air tied, light make up. |
| ADMINISTRATION | <ul style="list-style-type: none"> – Prepare timely and accurate sales report as per schedule – Maintain a professional and quality |

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| | environment in the POS – Use the office supplies sparingly and efficiently. |
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QUALIFICATIONS AND SKILL REQUIREMENTS:

- Undergraduate and graduate degrees in business and/or marketing.
- 2 years experience in travel & sales
- Strong domestic and basic international travel knowledge
- Knowledge of computer reservation programs (GDS), such as SABRE, Galileo or similar is a plus
- Effective oral and written communication skills
- Must have strong organizational skills and pay close attention to detail.
- Can work independently and as part of a team
- Friendly and flexible.
- Ability to relate to people of different cultures and backgrounds
- A passion for travel and an interest in Buffalo Tours products.
- Experience working with international community would be a plus

REMUNERATION PACKAGE:

- As per negotiation
- Bonus: As per Buffalo Tours policy, subject to meeting performance hurdles.

Other benefits: Training, travel at discounted rate, 24h insurance, company's events (parties, holidays)

Working hour: Work in shift, as schedule by the General Manager – BTA

HOW TO APPLY

Please send letter of application with resume to:

Ms. Thu Huong- Human Resources Executive

Email: thuhuong@buffalotours.com / Website: www.buffalotours.com

Tel: 04- 3828 0702 Ext: 124

Mobile: 0988 145 681