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|--------------------|-------------------------|---------------------------|-----------|
| Job title: | French Sales Executives | Employment status: | Full time |
| Department: | French | Job Location: | Hanoi |
| Report to: | French team manager | Manages others: | 0 |

POSITION PURPOSE:

The sales executive works within the French Division to provide outstanding customer service including information on Buffalo Tours Product and travel destinations, to promote Buffalo Tours brand and create sales

RESPONSIBILITIES:

| Accountabilities | Key Performance Indicators |
|--|--|
| Customer service | - Customer feedback rating 97% - Meet service standards as described in French Division (24 hour response policy, quality of the responses, follow ups) - Service all customers promptly providing relevant information and assistance with booking trips. |
| Achieve annual sales turnover for direct customers & travel agents | \$200K from 1 st April to 31 st Dec 2011 |
| Maintaining customer database | Obtain listing of potential and current customers wherever possible; regularly review and update database (mailing list) |
| Office administration | Carry out tasks as delegated by division manager (cash handling, computer systems maintenance, ordering suppliers, paying accounts, monitoring functioning of equipment and report issues asap). |
| Travel shows & Regional road shows | Performance rating by manager |

QUALIFICATIONS AND SKILL REQUIREMENTS:

- Fluent in French
- Good listening and reading comprehension of English
- Qualification and experience in sales
- Travel industry experience
- Knowledge of French market

- Bachelor degree

OTHER REQUIREMENTS

- To attend various travel shows when necessary
- Work flexible hours

REMUNERATION PACKAGE:

Probationary period: 60 working days

Salary : TBA

Bonus: Yes, basing on KPI's & profit

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

Working hour: 9.00-18.00 Monday – Friday and 9.00-12.00 Saturday

For Advertising:

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 - Maintaining customer database
 - + Obtain listing of potential and current customers wherever possible; regularly review and update database (mailing list)
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 - + Carry out tasks as delegated by division manager (cash handling, computer systems maintenance, ordering suppliers, paying accounts, monitoring functioning of equipment and report issues asap).
 - Travel shows & Regional road shows