



Reservation Executive - Japan

インターナショナルな環境で、英語を活かして訪日外国人の旅行のサポート

Job Information

Hiring Company

DISCOVA

Job ID

1501222

Division

Reservations team

Industry

Tourism

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Japan

Salary

Negotiable, based on experience

Work Hours

月～金09:00-17:30 (休憩1時間含む)

Holidays

・完全週休二日制 (土日祝) ・年末年始 ・年次有給休暇 ・ボランティア休暇

Refreshed

October 30th, 2024 09:20

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Entry Level

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

About the Opportunity

As a member of the Reservations team, the Reservations Executive plays a key role to ensure that Discova meets and exceed its goals and operates successfully. The Reservations Executive will work in partnership with Reservations Manager and Team Leaders to execute the reservation standards and requirements that will drive agent satisfaction and efficiency. This will involve the delivery of best-in-class service and memorable local experiences for the customer. The role will be responsible for fulfilling the booking logistics, handling reservation issues, and continually providing feedback to management on risks and possible improvements of the ways we book and confirm our products. You have a strong desire for structure, high organizational skills and love working according to procedures and schedules. You thrive on being meticulous and methodical.

Responsibilities

- Handle the logistics fulfillment according to company SOP's.
- Consistently implement the company One-Best-Ways (OBWs) processes/procedures/systems across the accounts handled.
- Empowered to initiate the new, better OBWs, through the proper channels.
- Effectively cooperate with OPS and Fleet, Product, Sales, Customer Experience and Suppliers for seamless daily operations and overall service improvements.
- Ensure all bookings, passenger details, logistic information, internal notes, and supplier notes updated on reservations system in an accurate and timely manner.
- Handling and making reservations of accommodation, air ticket, train ticket, suppliers, restaurants, all services including in the package (except transportation and tour guides).
- Ensure all details of itinerary has been entered into system correctly and reconfirming every aspect of the booking before passing on documents to Agents and information to the Sales team.
- Ensure 24/7 supports on the ground for client's complaints and incidents
- Resolve customer service issues to customer's satisfaction with appropriate corrective and preventive measures.
- Ensure bookings run within budget.
- Daily and weekly tracking of individual sales targets.
- Advice finance team of all receivables and payables.

Required Skills

About You

- Degree in tourism and hospitality or experience in Tourism or Hospitality is an advantage
- Fluent in national local language and intermediate to advanced level of written and spoken English

About Us

As a leading global destination management company, operating in numerous destinations across Asia and the Americas, being a part of the Discova team means being in your element.

Discova holds responsible travel at its core, working responsibly with customers, host communities and local business partners to offer the best value, highly rated experiences with customer satisfaction as a hallmark of their service. As a company, we provide thrilling global career advancement opportunities, a wonderful and supportive team culture, distinctive leave benefits, and social events that stand out in the industry.

To be part of the Discova family is to be in your element, and being in your element means: being the best you can be in any situation; doing what you love whatever your role is; and being valued for who you are and what you do; continuing to grow as the world changes; joining a family that creates a world of possibilities.

To learn more about Discova click: <https://www.discova.com/>

Work Perks!

What's in it for you: We are renowned internationally for having amazing perks and an even better culture. We understand that our people are our most valuable asset. It is the passion and dedication of our teams that keep the company on top of the industry ladder. It's also why we offer some great employee benefits and perks outside of the norm.

Have fun: At the heart of everything we do at Discova is a desire to have fun. Reward & Recognition: Celebrate the success of yourself and others at our regular Buzz Nights and the annual Global Gathering - You'll have to experience it to believe it!

Use your smarts: Our people use their quick thinking, expertise, and tenacity to always figure things out.

Love for travel: We were founded by people who wanted to travel and want others to do the same. That passion is something you can't miss in our people or service.

Personal connections: We are a big business founded on personal relationships. "We work globally, live locally" is one of our credos that really makes a difference in our world of travel possibilities.

A career, not a job: We offer genuine opportunities for people to grow and evolve. We back our people all the way, no matter what the results are. We are strongly committed to supporting every single employee in their professional and personal development.

Giving Back: As one of the very few, we are proud to provide corporate social responsibility programmes across all our departments supporting nominated charities through workplace giving, promoting volunteering, and supporting fundraising

initiatives through our employee giving and office environmental Programmes. All our employees even can enjoy 1 volunteer day per calendar year.

Get in touch now and Discova a world of possibilities!

Company Description