



PR/094380 | Travel Consultant (English speaking)

募集職種

人材紹介会社

JAC Recruitment Vietnam Co., Ltd

求人ID

1509556

業種

旅行・観光

雇用形態

正社員

勤務地

ベトナム

給与

経験考慮の上、応相談

更新日

2024年12月11日 15:42

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

Company and Job Overview

JAC's client is a leading destination management company looking for a Tailor-made Travel Consultant.

Location: Ho Chi Minh City

As a member of the Company Tailor-made Sales team, you will join a team of driven individuals that take pleasure in their knowledge of company's product offerings and locations and are dedicated to continuously providing an exceptional sales experience. The Tailor-made Travel Consultant at the company pay close attention to every request they receive and go above and beyond to provide our partners with the most creative and marketable proposals in the most accessible and timely manner possible.

As a Tailor-made Travel Consultant, you are motivated to meet your own sales goal while concentrating on surpassing the agent's expectations from beginning to end. Your objective is to close the deal, and you may do that by critically evaluating the client's requirements and preferences and creating a well-planned itinerary with vendors and inclusions that have been properly selected. To make sure the agent has the resources necessary to close the deal, you are able to articulate your reasoning for the proposal in detail.

Job Responsibilities**Tailor-made sales**

- Receive and respond to business-to-business inquiries using Company's One Best Way
- Clearly communicate recommendations regarding itinerary, suppliers, inclusions, etc. to help secure the sale. Carefully qualify each inquiry received. Determine the purpose of travel and what might encourage and drive a traveler to book
- Create well-thought-out proposals that represent the needs and interests of the travelers
- Develop sales opportunities by regularly offering suitable upsell opportunities, such as alternative suppliers, optional tours, or upgrade options.
- Make sure that all requests including those for confirmations, changes, or amendments are processed in accordance with turnaround time requirements.
- Follow the instructions to make sure no inquiry is ignored; if an inquiry is lost, find out why and enter it in the reporting dashboard.
- Develop relationships with partners by interacting with them whenever they need us, whether via phone, email, text, chat/messenger, or video call
- Overcome objections by revising plans, offering more advice or justification, or otherwise adjusting to the feedback received
- Beyond the immediate request, show your interest in agents and partners and their clients to build "sticky" relationships.

Business Acumen

- Prepare the essential paperwork for the sale and operation of custom tours, such as proposals, confirmations, vouchers, invoices, etc.
- Before sending documents to partners and information to the fulfillment team, make sure all itinerary data have been accurately entered into the system and double-check every component of the reservation.
- Ensure that every follow-up is accurately entered into Company's system message queue
- Organize internally to guarantee that all services are scheduled as required.
- Create invoices, make payment requests, and follow up with finance to make sure payments are made on time.
- Comply with all reporting requirements.

Ongoing Development

- Attend regular trainings to get knowledge about supplier news, destination news, product updates, and other sales support sessions.
- Keep up with news about destinations and suppliers, consumer preferences and interests, industry developments, and other subjects that will support sales confirmation.

Job Requirements

- A degree in hospitality and tourism
- At least 01 year of experience in the travel business or inbound travel.
- Speaking and writing English fluently is necessary, while proficiency in other European languages would be preferred.
- Experience pursuing and accomplishing KPIs and sales targets
- Proficiency in computers and the capacity to acquire new computer systems with assurance
- Outstanding sales skills with strong customer care focus.
- Results Orientated

#LI-JACVN

会社説明