ASIA EXOTICA
THE ART OF TRAVEL

Reservation & Customer Care Officer

Reports to: Sales & Operation Manager/DOS

Key duties & responsibilities

1- To responsible for accurately and efficiently confirming bookings of all suppliers.

- Follow strictly Resa & OP procedure. Check carefully all program has been confirmed, execute and control all the reserved services match with the programs including transportation, guides, restaurants, ticketing and other tour-related services to ensure that tours run smoothly
- To ensure accurate reservation information is sent to suppliers. Minimize error rate in bookings
- All services booked and confirmed as per assigned workload and ad-hoc booking requests in compliance with relevant booking procedures
- Coordinate with Checker for pre-checking services to make sure all services are reserved before client's arrival
- Monitoring release deadlines for all bookings and allotments and communicating this with the sales team
- Advising or solving problems in case there are difficulties with one of the files
- Be in contact with Product/Contracting department for everything related to contracting, rates update
- Verifying bookings to the accounts department

2- To input all data accurately into Master File/AMIS in a timely manner

- Completion of booking procedures
- No missed booking entries and accuracy of entered data
- Entries for each booking complete by month end for invoicing
- All entries to be updated and checked on a weekly basis

Ensure the assignments deadlines are met & information updated frequently

3- Customer care

- Customer care for all clients from Spanish speaking markets
- Follow strictly company's customer care procedure, including requirement in grooming/appearance.

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- Reviews the arrival list daily and assists in preparing and distributing welcome amenities.
- Meets and greets arriving guests, connect with them as scheduled and bids them farewell as they leave. If it is B2C clients, she/he continues to provide superior customer service after the clients are long gone.
- Attends promptly to customers' inquiries and assists them with their needs.
- Listen to guests' complaints, report to back office then provide solutions to their issues or concerns.
- Provide weekly customer care report.

Requirements

- Vietnamese National – Male or Female
- Communication skills
- Strong organizational skills, prioritize tasks
- Good command of both written and spoken English
- High standard of personal conduct and presentation
- Detail oriented, customer spirit, accurate & well- organized
- Excellent interpersonal skills, including the ability to communicate confidently, effectively and diplomatically
- Strong service minded, team player with ability to work autonomously
- Ability to work under pressure and meet deadlines and targets.
- New graduates with a good educational background and relevant short term work experience may also be considered.

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