



JOB DESCRIPTION

Job title: Travel Consultant
Department: Buffalo Tours Travel Agency (BTA)
Report to: BTA Hanoi TL
Location: Hanoi

Position Purpose : To provide a high level of customer service and increase sales at POS

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. To also provide assistance to the online team when required by Branch Manager.

Accountabilities	Key activities
Achieve monthly & annual sales turnover	<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.Provide competitive but profitable trips assuring that quality of tours is consistently of a high standard.Ensure a minimum of 50% of all enquiries are converted into bookings by quick, detailed and accurate response to enquiries.Focus on up-selling to increase revenueRecord all enquiries and bookingsCarry out weekly reports to Manager
Customer Service	<ul style="list-style-type: none">Secure new client sales and retention through high level of customer serviceMaintain the level of customer service consistent with the positioning of BTA VietnamStay educated on domestic tourism informationProvide alternatives for customer travelInform clearly all customers of terms, conditions and cancellation policy for each bookingHandle customer complaints with diplomacy and refer to Branch Manager whenever necessaryMaintain an excellent personal professional presentation: uniform, air tied, light make up.
Office administration	<ul style="list-style-type: none">Carry out tasks as delegated by BTA Branch Manager – Housekeeping, cleaning, cash handling, computer systems maintenance, ordering suppliers, paying accounts, monitoring functioning of equipment and report issues immediately.



Operations	<ul style="list-style-type: none">• Book hotels, visas and flights linked to the current booking and ensure all other services are confirmed.• Make all reservations using the BRS
Accounting	<ul style="list-style-type: none">• Check daily amount of cash and credit card payments and report to Direct Manager and accountant

QUALIFICATION AND EXPERIENCE

- 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:

- Gross Monthly salary: XXXXXXVND/month for the first 3 months. Reviewed after the probation period with max. increase of 20%
- Performance pay: Yes. As per policy and subject to meeting performance hurdles
- Travel allowance: According to company's policy

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

Working hour: Work in shift, as schedule by the TL – BTA Hanoi