



Job Description: Reservation Executive

Job Title	: Reservation Executive
Department	: Reservation
Reports to	: Chief Executive Officer (CEO) & Chief Operating Officer (COO)
Classification	: Probation: 3months continued with Full Term Permanent
Position Start Date	: Immediately
Salary Range	: RM 2500

Position Summary

Responsible for handling various types of reservations in ensuring customers have a pleasant trip. Have to determine the need and preferences of customers regarding their travel in terms of comfort, cost and flexibility.

Specific responsibilities include:

1. Make reservations for planned travel, including hotels and airlines.
2. Follow up with clients about travel plans and make adjustments as needed.
3. Make alternative booking arrangements if changes arise before or during the trip.
4. Assemble and issue required documentation such as tickets, travel insurance policies, and itineraries.
5. Coordinate with client's point-of-contact in days leading up to travel.
6. Find fare and schedule information.
7. Calculate total travel costs/budget.

Skills and Qualifications:

Bachelor/Diploma/Certificate in tourism or any related higher studies, knowledge in travel industry relating to reservation or sales, Organizational skills, Sales skills, Detail oriented, Interpersonal Skills, Strong Verbal Communication Skills and Customer Service Skills.

Compensation:

In addition to a competitive salary, Company offers health benefit package, great working environment and holiday leave package.

How to Apply:

Please send your cover letter, resume, and salary requirements via e-mail to sharanjit@touristguide.asia

Note: Our Company has an organizational commitment to the principles of diversity and inclusion. In that spirit, we welcome all qualified individuals.