

Senior Travel Executive – Key Responsibilities and Requirements

Duties & Responsibilities

- Handle customer requests.
- Manage customer travel bookings with meeting customer & company performance benchmark
- Meet customer SLA, service quality and travel policy management requirements
- Retain customer through consistent high customer service quality and efficiency
- Achieve sales and revenue target

Key behavior requirements:

- Active team player, demonstrate pro-active approach in internal/external communications
- Friendly attitude, demonstrate pleasant approach in communication
- Independent, well-organize, eager to communication and deal with customers
- Enjoy solving problems

Qualification & Skills:

- HKCEE/HKDSE certificate holder or above
- At least 10 years travel industry experience
- Proven track record in high quality performance
- Good command of Chinese and English, verbal and written
- Able to manage customers/accounts independently
- Full independent in managing end-to-end travel booking and related processes
- Knowledge of GDS & PC usage

For application, please send CV to hr@travelux.hk