



SERVICE DEPARTMENT EXECUTIVE

REF. NO. 287

About us

We provide the travel industry with a specialist wholesale service that is both personal and highly professional. Concentrating on products within Europe, our company brings over 50 years of expertise to its programmes for leisure groups, specialist tours, events, meetings and incentives. Dealing direct with suppliers for 95% of itineraries - means our prices are always kept keen and quality is controlled.

From its London headquarters and local sales offices in Beijing, Taipei, Jakarta and Bangkok, Mumbai our company is well-placed to create and maintain close working relationships with both its clients and its suppliers, building long-term rewarding relationships based on value and excellence.

Tasks

- Telephone support
- Handling of incoming mail
- Booking and negotiating group services using the company's booking system for transportation (coaches, trains, ferries) and restaurants, admissions to places of interest, using telephones, faxes, mail, and computers.
- Manage the bookings on-going process and interface with operations department to ensure that time commitments and quality standards are achieved.
- Make sure that we have received confirmation of our bookings from suppliers and it's archived accordingly
- Inform operations department of any changes such as fully booked dates, closed places of interest and offering and arranging the alternatives.
- Processes cancellations and modifications and promptly relays this information to the other related departments
- To take part in familiarisation with new destinations in order to gain information on issues and amenities in order to meet clients' needs, as well as to target more clients in particular seasons
- Advise quotation department with requested information about the prices and other service's conditions.
- To look for new suppliers according to client request and market demand, getting the group rates and prices from them; negotiating and contracting the services.
- To make sure all the final information for booked services is provided in order for group to run smoothly on the road.
- Make sure suppliers invoices are matching our booked service pricing.
- Work closely with accounts department while chasing pro-forma invoices for pre-booked services.

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- Data Entry

Skills needed

- Computer literate
- English language skills
- Organizational and time management skills
- Willing to be "hands-on"
- Attention to detail

Skills to be acquired

- Handling and operation of group travel to the UK and around Europe
- Negotiate rates and create relationships with suppliers
- Develop short term action plans
- Anticipate and solve problems
- Be able to work in a team based environment as well as on his/her own initiative

Period

Minimum 3 months – ideally 6 months

Location

London - Hammersmith

Office Hours

Monday-Friday 9am-6pm, 1 hour lunch break

Financial support

Travel card for zone 1 and 3

Contact

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