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| **Job Title:** Reservation officer   * Transportation in the South Vietnam ( Car, Bus, Vespa, Jeep, Xich Lo… ) * Package Tours in Nha Trang, Da Lat, Phu Quoc |
| **Department:** Reservation |
| **Primary Function/Responsibility**   1. Learning and understanding knowledges, terms and conditions of the services :  * Transportation in the South Vietnam ( Car, Bus, Vespa, Jeep, Xich Lo… ) * Package Tours in Nha Trang, Da Lat, Phu Quoc  1. Book & follow up booking :  * **Reservation**: Handle all bookings (new booking, amendment, cancellation) * **Updating**: Inform sales responsible the booking status, follow up for waitlisted bookings and make necessary amendments * **Reporting**: Internal - Booking Report and Deposit Payment Report to accounting, External - Guest Complain Report * **Negotiation**: Negotiating with suppliers for special requests, fam trip groups…  1. For last minute bookings, or amendment on spot, act immediately. At the same time, check and inform the cancellation policy. 2. Make certain that the services booked meet clients' expectations and Easia standard 3. Ensure to perform the tasks given in accordance with standard policies and procedures of the company under general direction of Office Manager 4. Explain sale team Pros & Cons of Car in the South Vietnam 5. Update B2B |
| **Reports to:**   * Office Manager * Reservation Manager * Accountant Dept |
| **List of Reports**   1. Monthly Booking Report to accountant dept 2. Weekly Deposit Report to accountant dept 3. Monthly report to Office Manager & Reservation Manager ( booking status, troubles, the way to solve troubles, evaluation suppliers ) |
| **Internal related departments**   * Sales * Operations * Accounting * Marketing * Production * Quality Controll * HR |
| **External Customers:**  Suppliers |
| **Job requirement:**   * Nationality: Vietnamerse * Communication skills in English or French * Good skills in a third language is highly appreciated * Pleasant personality, positive attitude, open-minded * Flexible, be willing and available to travel (especially in low season) * Team work skills * Good organization skills and good sense of product’s evaluation * Knowledge of data processing (PC and Microsoft Software) * Ability to work under pressure |
| **Daily Tasks**   * Check incoming e-mails, TMS and organize * Check clients’ programs * Work on new/amendment/cancel bookings * Negotiate with suppliers for special requests, famtrip groups * Check final & operation programs * Reconfirm bookings * Answering questions from Sales regarding to services of Car in the South * If there is any complaints from clients, report the suppliers immediately and request immediate action to fix the problem while helping to solve out the problem * Read carefully suppliers’ contracts, appendix contracts, offers & promotion programs. If anything is not clear, please ask contracting department. * Make sure at the end of the day that all the urgent tasks are done according to the TO-DO list (to prepare and do every day) |
| **Weekly Tasks**   * Overview bookings to do working plan * Sending deposit requests to accountant dept |
| **Monthly Tasks**   1. Monthly booking report to Accounting 2. Monthly report to Office Manager & Reservation Manager |
| **Irregular Tasks:**   1. Arrange properly the folders and clean up the unnecessary files in the server 2. Inspections (Car and others transportation such as jeep, vespa, etc.,) 3. Find new suppliers 4. Find & read feedbacks about jeep tours, vespa tours... in the South Vietnam through Online Travel Agencies such as Trip Advisors... 5. Attend to all relevant training sessions and try to apply the knowledge to upgrade personal skills (e.g. organization skill training, communication skill training etc.) 6. Inform Office Manager in case any training is needed |
| **Other Relevant Task:**   * 1. Upgrading the skill incommunicating with suppliers   2. Upgrading the skill to make use of special rates offered by suppliers   3. Upgrading the knowledge of car and others transportation, pros & cons, quality, information of better car and rates   4. Working on better negotiation skill |