

JOB DESCRIPTION

Effective From: May 2019

NAME:		REPORTING TO:	Hieu Pham
POSITION TITLE:	Casual Reservations Assistant cum Receptionist	DIRECT REPORTS:	Nil
DEPARTMENT:	Reservations	LOCATION:	Hanoi

POSITION PURPOSE

As the Casual Reservations Assistant cum Receptionist, you will be accountable for accurately and efficiently confirming bookings of all suppliers. The CRA is also responsible for ensuring the budgeted costs are correct, following the booking procedures and ensuring all information is recorded in the company database.

QUALIFICATIONS, TECHNICAL SKILLS AND EXPERIENCE

- Travel industry course and/or experience within the travel industry
- High level of written and spoken English language ability is essential
- Computer skills in Microsoft office and ability to learn new programs essential

OTHER SKILLS AND ATTRIBUTES

- Outstanding organizational skills and attention to detail
- Excellent interpersonal skills across a variety of cultures
- Ability to work as a team
- Willing to work long hours and under pressure
- Confident and professional communication skills
- Can work independently and with a team
- Friendly and flexible
- High standards of customer service.
- An understanding of and belief in PEAK DMC Vietnam's Responsible Travel philosophy

ACCOUNTABILITIES

Areas of Accountability	Key Tasks	Benchmark Measure
Provide first point of contact to staff, suppliers and clients contacting the Hanoi office	<ul style="list-style-type: none"> • Greet everyone entering the reception area as soon as they enter in a friendly and professional manner • Answer the phone in a friendly and professional manner within 3 rings 	<ul style="list-style-type: none"> • No internal or external complaints
Manage inbound/outbound post and logging of correspondence	<ul style="list-style-type: none"> • Daily processing of mail and recording of post received by 10am 	<ul style="list-style-type: none"> • Ensure all documents are created, copied and filed accurately • Completed work is produced in a timely manner • All post processed and recorded accurately • No internal complaints
To enter all data accurately into Navision in a timely manner.	<ul style="list-style-type: none"> • All services booked and confirmed as per assigned workload and ad-hoc booking requests in compliance with relevant booking procedures • All Trip Information & Purchase Order produced accurately in Navision on 25th day of each month 	<ul style="list-style-type: none"> • Target 0 error rate in bookings • No missed booking entries
To develop good working relationship with all suppliers	<ul style="list-style-type: none"> • Make sure all pre-trip preparation is completed accurately and relevant documentation to be handed over to internal and/or external customers prior to trip departure date • Provide on-going support to internal and/or external customers throughout trip duration as required • Successful relationship established • Provide feedback to suppliers regarding services and quality as required • Train and align suppliers with PEAK DMC 	<ul style="list-style-type: none"> • Communicate to RM as soon as practically possible any booking alteration and emergency • Ensure inquiries/complaints being handled within 24 hours • Target no complaints from internal and external customers

Areas of Accountability	Key Tasks	Benchmark Measure
	Vietnam's values and operational procedures	
Booking Process Completed Accurately	<ul style="list-style-type: none"> Enter passenger details and products sold into booking systems Generate and issue invoices for all bookings Monitor bookings to ensure additional options and payments are correctly accounted for and communicated with passengers 	<ul style="list-style-type: none"> Passenger details in system are free from errors Invoices sent and payments processed on time Expired options and late payments reviewed and actioned daily
Purpose Beyond Profit	<ul style="list-style-type: none"> Understand Intrepid Group's Purpose Beyond Profit philosophy and contribute to the achievement of the social, environmental and Intrepid Foundation goals as set by IG each year 	<ul style="list-style-type: none"> Contribute to the achievement of the social, environmental and Intrepid Foundation goals as set by Intrepid Group each year

I, _____, have read, understood and agree to complete the tasks and responsibilities as defined in the Casual Reservations Assistant cum Receptionist job description.

Signature

Date