

## JOB OPPORTUNITY

# Senior Reservation Agent I Qatar Airways I Isfahan

### About the Job:

In this role, you will be responsible for providing a full service-oriented professional reservations and ticketing service to all customers and travel businesses either through telephone calls or in-person meetings in order to achieve optimal customer satisfaction and achieve annual budget revenue targets.

Specific accountabilities include:

- Ensuring quality customer service is rendered at the ticketing desk.
- Monitoring queues, managing and ensuring all reservation, ticketing and other duties are processed without delay.
- Planning and organising departmental activities to achieve optimum productivity.
- Developing and maintaining harmonious relationship with travel agents, corporate customers and passengers.

### About You:

To be successful in this role, you will preferably have a Bachelors degree combined with at least two years ticketing experience. Knowledge of a Computer Reservation System, such as Amadeus is essential. Prior completion of a basic passenger tariff course and intermediate passenger tariff course would be well regarded.

You will have a solid understanding of world geography and cultural variations and will have excellent customer service and interpersonal skills. An ability to stay calm under pressure is essential to your success in this role.

You will need to be fluent in English and Persian (written and oral) to perform this role.

### If interested please apply online on:

<http://careers.qatarairways.com/qatarairways/VacancyDetail.aspx?VacancyID=137956>