



13JAN/THR-QR-539-TSS-16

## **JOB OPPORTUNITY – TEHRAN**

### **Reservation and Ticketing Agent - Tehran**

- Show dedication and commitment to handle the maximum number of telephone call and passengers whilst at all times carefully following all QR procedures and regulations to achieve the highest possible quality of reservations and ticketing service
- Answer an average of 10 to 15 telephone calls per hour professionally on a daily basis, and provide a full sales and reservations service to all customers and minimize the rate of abandoned calls.
- Serve all passengers professionally and quickly at the reservations counter to minimize customers waiting time on a daily basis. Maximize use of QR network. Refer more complex cases to reservations supervisor.
- Issue tickets and quote correct fares and tariffs, to maximize customer satisfaction and minimize customer complaints on a daily basis.
- Perform a detailed daily flight firming check to maximize flight utilization and reduce 'no-shows' on a daily basis.

#### **About You:**

You will need a High School Qualification combined with a minimum of two years of job-related experience. You will need a detailed knowledge of a Computerized Reservation System, such as Amadeus. A sound understanding of world geography is required along with fluency in English (written and oral).

**If interested please apply online on:**

**[www.Qatarairways.com](http://www.Qatarairways.com) → Careers → IRAN → Apply for the  
Vacancy (QR9345- Reservation & Ticketing Agent – Tehran)**

**[qatarairways.com/ir](http://qatarairways.com/ir)**

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