

08AUG/THR-QR-698-TSS-17

JOB OPPORTUNITY

Reservation and Ticketing Agent-Tehran

About Your Job:

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

- 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
- 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.
- Assist mishandled passengers such as NORECS and DNBs to minimize passenger complaints on a daily basis.
- Assist in controlling cash-flow to ensure that the daily sales report is closed on time on a daily basis.
- Maintain database of customers
- Investigate complaints to define and correct weak areas.
- Advise of changes in flight plan or to cancel or confirm reservations
- Calculate and process ticket for refund through the station finance department

About You:

To be successful in this role you will need relevant tertiary, trade or vocational qualification. Experience of minimum 3 years of job-related experience, with minimum 2 years' experience in reservations and ticketing from within an Airline or a Travel Agency.

You will also have Airline basic tariff courses. Besides strong Amadeus knowledge, good computer skills are required in this role.

You are service-minded, good communicator and have strong ability to maintain a good structure through all of your daily responsibilities. You must also be able to work well under pressure.

Fluency in English language (oral and written) is essential for this role.

If interested please apply online on:

<http://careers.qatarairways.com/qatarairways/VacancyDetail.aspx?VacancyID=125033>