

JOB OPPORTUNITY

Reservations Agent | Qatar Airways | Isfahan

About the Job:

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

Accountabilities:

- Makes and confirms reservations for passengers
- Arranges Reservations and routing for using timetable, airlines manuals, reference guides and tariff book and proper issuance of ATB for all types of ticketing transactions
- Assist mishandled passengers such as NOREC/DNB to reduce passenger complaints
- Issue tickets quoting correct fare to reduce passenger complaints and debit notes
- Advise of changes in flight plan or to cancel passenger reservations
- Advise load control personnel and other stations of changes in passenger itinerary to control space and ensure utilization of seating capacity on flights.
- Initiate and promote QR product to generate the revenue
- Record and process reservations made by phone/fax/e-mail; action telex messages and authorities.
- Handle helpdesk-assist travel agents with seat confirmations: upgrade/downgrade proposals
- Issuance of MCO's and refunds' process lost tickets and time barred tickets
- Plans route and computes ticket cost, using schedules, rate books and computer
- Telephones customer or travel agents to advise of changes with travel conveyance or to confirm reservations, as well as alternate available options
- Answer inquires made by travel agencies or transportation firms, such as airlines, bus companies, railroad companies, and steamship lines.

About You:

To be successful in this role you must have a diploma or Associate degree or equivalent. Minimum of 2 years' experience in an airline/travel industry. You will be service oriented with good interpersonal skills. Knowledge in IATA standard reservation/ticketing procedures is required with fair knowledge of world geography and have proven experience with the Amadeus reservation system.

Good interpersonal and communication skills along with knowledge of PC-based applications are also required.

Fluency in English language is essential for this role.

If interested please apply online on:

<http://careers.qatarairways.com/qatarairways/VacancyDetail.aspx?VacancyID=137955>