



Trails of Indochina

**JOB DESCRIPTION**

<b>TITLE</b>	<b>WHOLESALE TRAVEL CONSULTANT - GERMAN SPEAKING MARKETS</b>
<b>WORK LOCATION</b>	33 Le Trung Nghia, Ward 12, Tan Binh District, HCMC, Vietnam
<b>DIRECTLY REPORTING TO</b>	Wholesale Travel Manager
<b>NUMBER OF REPORTS</b>	0
<b>JOB GRADE</b>	6
<b>EFFECTIVE DATE</b>	1 <sup>st</sup> November 2016

<b>PURPOSE AND SCOPE OF ROLE</b>
Ensure a personal service is offered to wholesale partners in order to meet and exceed their expectations. Ensure that the sales process is accurately adhered to (per Sub Departmental SOPs), sales opportunities are maximized with follow up and resolve any problems to meet and exceed sales revenue and gross profit targets.

**RESPONSIBILITIES & TASKS**

Sales and Customer Service	<ul style="list-style-type: none"> <li>Understand the wholesale partner’s requests and present options to meet their needs.</li> <li>Identify and take action to up-sell and promote all TOI destinations, Tailored Experiences and partner products.</li> <li>Take ownership of and monitor individual sales process and follow up with wholesale partners to increase booking conversion.</li> <li>Respond to wholesale and tour operator requests for up to 80% of each day.</li> <li>Negotiate fees and changes with agents (where necessary) to gain agreement.</li> <li>Send final confirmation and any travel documents or vouchers to agents.</li> <li>Report any errors regarding information on Tour Plan to WS Manager.</li> <li>Co-ordinate with WS Manager to have Product Department update content and tariffs.</li> <li>Prepare monthly invoices and send to WS Manager in order to send invoices before deadline per month.</li> <li>Manage allocated accounts where assigned.</li> <li>Work with operations or reservations to help solve problems for clients on the ground when required.</li> <li>Maintain relationships with wholesale partners by ensuring personal service is optimized.</li> <li>Meet with representatives from the account or FAM trips if they are visiting to Head office</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>Attend regular training courses to keep up to date with both product and procedures.</li> <li>Keep others informed by sharing information.</li> <li>Inform product department of any product feedback.</li> <li>Liaison with Product and Reservations departments to ensure feasibility of options.</li> </ul>

<b>O-CHART (done by HR)</b>	<div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Wholesale Sales Manager (GSM)</div> <div style="width: 10px; height: 10px; margin: 0 auto; background-color: black;"></div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto; background-color: #0056b3; color: white;">Wholesale Travel Consultant (GSM)</div> </div>
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<b>QUALIFICATIONS AND KNOWLEDGE</b>	<b>EXPERIENCE</b>	
<ul style="list-style-type: none"> <li>Graduate in Tourism, Hospitality, Economics or Business preferred</li> <li>Knowledge of tourism, geography, foreign cultures</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 1 year in Travel Sales or Sales of Services or 2 years’ experience as a Tour Guide within the region</li> <li>Personal travel within the region</li> </ul>	
<b>SKILLS</b>	<b>COMPETENCY LEVELS (1-3 point scale)</b>	
<ul style="list-style-type: none"> <li>Excellent written and spoken German and English</li> <li>Thorough understanding of MS Office (Excel, Word, PowerPoint etc.)</li> </ul>	Managing Performance	1
	Learning and Development	2
	Teamwork	1
	Commitment	2
	Planning and Organizing	2



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	Continuous Improvement	1
	Problem Solving and Decision Making	2
	Customer Focus	2
	Influencing	2
	Communicating	2

SPECIAL REQUIREMENTS (if any)		
<ul style="list-style-type: none"><li>• Flexibility to work overtime</li><li>• Ability to work under pressure</li></ul>		