

Job title	FIT EXECUTIVE - CRUISE
Reports to	FIT MANAGER

Job Main Function

- Responsible in assisting department and Head of Department (HOD) in Operation & Sales Unit for Cruises :
 - ✓ Handle all enquiry from clients (Customer and Local Agent)
 - ✓ Identifying potential clients (Customer and Local Agent)
 - ✓ Manage all booking from clients & with suppliers
 - ✓ Generating product requirements
- Promotes special services offered by FIT team
- Demonstrate products and services existing/potential customers and assists them in selecting those best suited to their needs
- Ensure high level of customer service to be provided to customers
- Responsible to maximize sales profitability, growth and account penetration for cruises
- Promotes, sells, and secures booking from existing and prospective customers through a relationship-based approach
- Perform all other duties as needed or requested
 - ✓ Organize site visit such as cruise inspection
 - ✓ Sales visit to local Travel Agent
 - ✓ Establish new business
 - ✓ Customer Retention Planning

GENERAL DUTIES AND RESPONSIBILITIES

QUOTATION REQUEST

- Attend and process quotation request/enquiry received. (via email/phone/social media such as Facebook, Instagram).
- Get familiar with cruise system and generate online booking.
- Get confirmation from supplier based on client's request.
- Submit quotation to client and follow up from time to time.
- Follow up every quotation sent out to client.
- Ensure all arrangement are in order

SALES

- Anticipate customer needs, suggesting alternatives, giving pricing information, perform consultative selling to customers and problem solving, and is able to satisfy those needs with a minimum amount of supervision.
- Maintain target sales goal per month, and maintain at least 30% daily close rate (Cruises and Insurance)
- Attend to customer enquiry assigned by HOD (Email received via info@pototravel.com.my and web@pototravel.com.my)
- Follows instructions of supervisors and assists other team members in performing department functions.
- Coordinates sales effort with marketing during trade fairs, Social Media Blast and other similar events.
- Client Entertainment
- Proposal presentation and briefing to client
- Reconcile daily booking of cruises sales reports and submit to HOD on weekly/monthly basis.

SPECIAL REQUEST

- Attend and process quotation request/enquiry received. (via email/phone/social media such as Facebook, Instagram)
- Record special request from client and transfer the information into follow up form
- Proceed with costing format
- Submit request to HOD for approval
- Ensure all arrangement are in order

ADMINISTRATION

- Clients' Insurance application
- Maintain filing system in proper order and well updated
- Ensure department has necessary supplies, equipment and inventory.
- Collates, sorts and organizes customer bookings
- Log booking in E-card system and perform quality check.
- Operates the Point of Sale terminal-POS (Credit Card machine), accept money from customer and open receipt manually.
- Follows copying protocol (copyright law, confidentiality and careful handling of original documents) and adhere to scripted sales processes for best customer interaction.
- Performs multiple tasks at the same time, using automatic equipment capabilities.
 - Troubleshoots routine equipment problems and reports to HOD if there's any problem.
 - Operates photocopy, binding and other auxiliary equipment as when needed. (Ie; Photocopy clients passport)

Qualifications

Academic

- Possess a tertiary Diploma / Degree - Preferred in Travel & Tourism / Business Studies / Management Studies or its equivalent with at least 2 years of sales experience or
- SPM level qualifications with at least 4 years of sales experience preferably in travel Industry.

Experience

- Fluent in English and Malay.
- Excellent verbal and written communication skills with high degree of self-confidence, negotiation skills, professional phone manner.
- Sales and marketing experience.
- Familiar with industry's rules and regulations especially in sports - latest
- Excellent organisational skills.

Skills / Knowledge

- Quality Management.
- Consultative Sales Approach.
- Analytical and Problem Solving Skill.
- Strategic Thinking.
- Good Listening, Comprehension & Communication Skill.
- Advanced troubleshooting and multi-tasking skills.
- Knowledgeable in sports especially football.

Special Requirements

- Customer service and sales target oriented.
- Good interpersonal presentation
- Experience in handling customers
- Convincing Skills with excellent communication capabilities
- Results driven and customer focused
- Able to work in group and team.
- Work well under pressure and tight dateline
- Required to work late during peak season, trade fairs, ad-hoc as and when instructed by management.
- Awareness of industry's latest technology trends and applications
- Must be self-motivated and capable of working independently