

Job title	<i>SALES & TOUR EXECUTIVE</i>
Reports to	<i>HEAD OF BRANCH - SEREMBAN</i>

Job Main Function

- a. Responsible to maximize sales profitability, growth and account penetration within an assigned territory and/or market segment.
- b. Promotes, sells, and secures booking from existing and prospective customers through a relationship-based approach.
- c. Demonstrate products and services existing/potential customers and assists them in selecting those best suited to their needs.
- d. Ensure high level of customer service to be provided to customers.
- e. Identify and obtaining targeted segmentation of customers

GENERAL DUTIES AND RESPONSIBILITIES

- Liaison with Sales Department (HQ)
- Provides customer service, including anticipating 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 (especially for Series Departure Package, Ticketing and Travel Insurance and to follow by FIT,MICE)
- Attend to customer enquiry received to branch email address assigned by Head of Branch
- Operates the Point of Sale terminal-POS (Credit Card machine), accept money from customer and open receipt manually.
- Collates, sorts and organizes customer bookings :
 - Preparing quotation
 - Preparing invoices
 - Other related document
- Log booking in E-card system, perform quality check and updating information.
- 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 Head of Branch if there's any problem and hiccup.
 - Operates photocopy, binding and other auxiliary equipment as when needed.
- Follows instructions of supervisors and assists other team members in performing department functions and duty.
- Reconcile daily booking, insurance sales reports and submit to Head of Branch on weekly basis.
- Coordinates sales effort with marketing during trade fairs, Bonanza and other similar events.
- Maintain filing system in proper order and well updated.
- Ensure branches have enough necessary supplies, equipment and inventory.
- Perform all other duties as needed or requested
 - Organize site visit.
 - Establish new business

- Customer Retention Planning
- Handle corporate and government ticketing clients (Ticket issue, Invoices, etc)

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 and customer service.

Or

- SPM level qualification with at least 4 years of customer service and sales experience.

Experience

- Fluent in English and Malay.
- Excellent verbal and written communication skills with high degree of self-confidence, negotiation skills, professional phone manner.
- Customer Service and Sales experience
- Familiar with industry's rules and regulations
- 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
- Sales driven
- Customer centricity

Special Requirements

- Customer service and sales oriented.
- Ability to work at our branch (Segamat)
- Good interpersonal presentation
- Experience in handling customers
- Sales Target Oriented
- Convincing Skills with excellent communication capabilities
- Results driven and customer focused
- Able to work in group/team or independence.
- Work well under pressure, tight dateline and schedule.
- Required to work late during peak season, trade fairs, ad-hoc as and when instructed by management.
- Working knowledge of customer service software, databases and tools
- Awareness of industry's latest technology trends and applications
- Must be self-motivated and capable of working independently
- Good attitude and appearance
- Poses own transportation.