



TITLE : Travel Specialist
LOCATION : &Beyond Bateleur House
CONTACT PERSON : Claudette Grundling - claudette.grundling@andbeyond.com

&Beyond is built, almost entirely, on the strength of remarkable people who give passionately to their roles, work tirelessly, have the guest experience at the core of their focus daily and care of the sustainability of our communities and environment. Every single ‘&Beyonder’ makes a huge difference to our success and our contribution to the world, regardless of their role or function. For this reason we choose ‘&Beyonders’ very carefully - they are the strength and the future of this company.

KEY OUTPUTS

- Interaction with guests, shareholders, staff and journalists telephonically and via email
- Planning and designing itineraries for guests, shareholders, staff and journalists
- Handling reservation requests from either e-mail or telephonically
- Processing of reservations from quote to finalising, including reservations, invoicing, collecting of payment and travel documents
- Professional servicing of our guests
- Selling of our products and services
- Interaction with colleagues, guests and suppliers
- Maximum 8 working hours turnaround time on all enquiries from time of receiving the enquiry
- Saturday duty and Emergency duty on a rotation basis
- Public Holiday duty on a rotation basis
- Backup for colleagues when they are away from the office
- Expanding product knowledge through attending training sessions

KNOWLEDGE REQUIRED

- A good knowledge on any of the destinations that &Beyond promote within South, Southern and East Africa
- A good knowledge on FIT and Groups policies and procedures
- A good knowledge of &Beyond Safari Offers especially Bush Breaks and Family and Friends
- A good knowledge of &Beyond Staff and Business policies
- Working experience in tour operating and general reservations procedures

SKILLS REQUIRED

- Communication skills and fluent in written and spoken English
- Organisational skills which include time management and prioritising of tasks which will require a person who likes dealing with detail
- Computer literate with experience with Word and Outlook
- Understanding of travel industry through study or work experience
- Attention to detail
- Working in an orderly manner to ensure that files can be continued by other Consultants when necessary
- Working knowledge of Tourplan



- People's person with great communication skills
- Good organisational ability
- Initiative
- High energy levels needed
- Must be able to ADD VALUE
- Able to travel; flexibility in terms of working hours
- Self-driven; very responsible but fun; passionate about &Beyond
- Proactive, have a sense of urgency and be able to act quickly to resolve problems

PERSONAL CHARACTERISTICS

- Good interpersonal skills
- Sense of urgency
- Passionate about guest delight
- Diligence and self-motivation to meet deadlines and keep on top of your job
- Willingness/ability to share information and teach and inspire others

PREVIOUS WORK EXPERIENCE REQUIRED

- Minimum of one years previous tour consulting experience required

The successful candidate should have an enquiring mind, be methodical, and pay attention to detail, be creative, and show perseverance and patience, ability to work under pressure, ability to accept routine and mundane tasks, have high energy level, be flexible, and have the ability to overcome obstacles and persist with the task at hand, be decisive and adaptable

We reserve the right to not make an appointment.