



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

- Good understanding of product knowledge, third party and andBeyond Product destinations
- Understanding of travel industry channels
- Excellent computer skills including:
  - Tourplan advantageous
  - ESS is essential
  - MS Office applications such as Word, Excel, PowerPoint and Outlook
  - WETU
  - Other related systems such as the Web Reporting Portal
    - Understanding of quantitative and qualitative data analysis and being able to make decisions based on these analyses



- Understanding and knowledge of the different markets in which andBeyond operates in
- Relevant understanding of Business to create and formulate a strategy and make commercial decisions
- Sales process and methodologies
- Sales and Brand representation
- Problem-solving skills
- Experiential Creativity (Crafting Experiences)
- Guest/Client Delight

**PERSONAL CHARACTERISTICS:**

- Excellent communication skills (E.g. verbal, written, reporting and body language)
- Time management
- Teamwork and interpersonal skills
- Conflict management and resolution
- Attention to detail
- Administration and organization skills
- P-drive Navigation
- Paperless filing
- Database filing and management
- Speed Reading and Typing

**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.*