Job Description
TRAVEL EXPERT FOR THE GERMAN MARKET (internship)
Based in Delhi, Colombo or Hanoi

Shanti Travel is a travel agency specialized in tailormade tours off the beaten paths in Asia. Our Travel Experts are based in our local agencies in India, Sri Lanka, Burma, Nepal, Cambodia, Indonesia and Vietnam, from where they provide field advises and organize travel programs. With a majority of French speaking travelers, Shanti Travel is now opening to other German speaking markets and therefore needs Travel Experts to join the international team to handle these travelers.

MISSION

As Travel Expert, your mission is to make German-speaking people travel with Shanti Travel and ensure the success of their experience with our travel agency so they wish to travel with Shanti Travel again in the future.

RESPONSIBILITIES

Sales
- Handle inbound enquiries from potential travelers and convert them into bookings.
- Communicate with operation partners to prepare travel programs / quotes.
- Listen and understand travelers expectations in order to design appropriate programs.
- Input travelers information and sales follow-up data accurately into the CRM.
- Reach individual sales targets and help the team to achieve theirs.

Service
- Ensure a perfect quality of service towards our travelers.
- Provide field advises to travelers and showcase a real expertise of the region.
- Welcome and meet guests
- Be reactive to travelers enquiries and available 24/7 during their tour.

Production & Marketing
- Update frequently the database with hotels/experiences/partners.
- Share information with the rest of the team.
- Contribute to loyalty improvement by collecting travelers feedback.
- Provide content about your destination to the marketing team (photos, videos, articles).
- Act as an ambassador of Shanti Travel.
PROFILE

- Perfect command of German
- Travel enthusiast with a special passion for Asia
- Proven track records in sales and customer service
- Strong in storytelling
- Feel at ease over the phone and showcase excellent social skills
- Team worker
- Perfect command of Office Pack
- Not afraid to work long hours and under the pressure of targets
- Very organized with the eye for details
- Able to do multi-tasking

CONDITIONS

Salary : fixed internship allowance + variable incentive
Location : Delhi, India / Colombo, Sri Lanka / Hanoi, Vietnam
Reporting to : Sales Manager and General Manager
Start : asap (October-November 2018)

If you feel this job is for you, send us your CV and motivation letter at hr@shantitravel.com
subject: Application – German Travel Expert