

JOB DESCRIPTION

GROUP TRAVEL CONSULTANT

Mission Statement

The Group Travel Consultant handles all special arrangements for individuals on all group tours. Customers receive professional advice and service resulting in a satisfying vacation. Witte Travel benefits from increased profits and future bookings.

I. RESERVATIONS

- A. Research and confirm domestic and international flights at the best possible fare for the group passenger needing additional travel arrangements.
- B. Research and confirm hotel reservations for passengers needing additional arrangements.
- C. Research car rental companies.
- D. Research train passes and schedules.
- E. Research and confirm water transportation/ferry information.
- F. Confirm seat requests and review upgrade options when requested.
- G. Research outside tour companies for extended tours for the group passenger.
- H. Confirm additional transfers upon request.
- I. Research cruise companies for extended travel.
- J. Request special meals on flights.
- K. Review mobility issues and request wheelchair assistance whenever necessary.
- L. Process trip cancellation forms for individual group passengers.
- M. Pre-finalize all group passengers who are not traveling roundtrip with the group.
- N. Finalize individual group reservations when the main group is ready to ticket.
- O. Provide consultation on documentation requirements and assist individuals who need visas.

II. CUSTOMER SERVICE

- A. Provide consultation on destinations and planning individual tour arrangements as well as answer general questions about the tour.
- B. Answer general travel protection questions and encourage purchase.
- C. Customize individual itineraries for group passengers extending their stay or leaving early.
- D. Submit cancelled ticketed airline reservations for refund.
- E. Assist group sales with answering questions for the customer considering joining a tour.

III. **AUTOMATION**

- A. Update reservation system with charges for group passengers adding to the cost of the trip.
- B. Email special arrangement statements to the customer.
- C. Issue individual group passenger tickets.
- D. Design individual tour calculation forms for passengers who require additional charges.
- E. Process ticket exchanges.
- F. Process fare reductions if the group passenger qualifies.
- G. Research travel information through the Internet.

IV. **MISCELLANEOUS**

- A. Check in the group at the airport as a back-up to Quality Assurance.
- B. Receptionist back-up
- C. Attend educational classes to enhance knowledge on automations and products.
- D. Participate in familiarization trips to increase destination knowledge.
- E. Back-up team members
- F. Participate in team and company meetings.
- G. Communicate pertinent passengers' changes and updates to others in the office.