



EXECUTIVE/ VIP DESK CUSTOMER COACH

Company :	TS24
Division/Department:	VIP Customer Coach
Job Title:	Executive/ VIP Desk Customer Coach
Reports to:	International Team Leader

Type of position:	Hours <u>40</u> /week
<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
<input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt
<input type="checkbox"/> Contractor	

GENERAL DESCRIPTION

Reporting to the International Team Leader, the Executive/ VIP Desk Customer Coach is responsible for applying consistently high levels of customer service to the corporate executives and executive assistants; accurately managing all travel requests by following established processes and procedures.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Book and ticket airline, rail, car, hotel and limo reservations in accordance with executive request.
- Provide high level of service for executive travel needs including upgrades, reconfirmations, and club room assistance
- Answer rapid incoming phone calls
- Apply Travel Solutions processes and procedures to 100% of all client requests
- Promote the acceptance of the lowest fare; applying discount programs appropriately
- Utilize GDS queues, scripts, programmable keys to successfully fulfill client services
- Troubleshoot and/or contact GDS help desk when and if appropriate to do so
- Follow up with suppliers to ensure delivery expectations are understood and achieved
- Other duties as assigned
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EDUCATION & EXPERIENCE

- 5+ years in Corporate Travel environment required
- High School graduate or equivalency required
- Some College preferred
- Intermediate level experience with Global Distribution System required

MINIMUM REQUIREMENTS (REQUIRED SKILLS)

- Excellent verbal and written communications skills
- High level of customer service skills
- Ability to work with top level executives
- Ability to build and maintain strong relationship with travel planners