Travel Consultant 1st Level Support LHG B2B Servicing CH (80%-100%, all genders)

In this interesting and varied role, you will be responsible for servicing travel agencies and group business in Switzerland and Lichtenstein. With your strong sense of customer service and your experience in aviation, you are the point of contact for internal and external inquiries.

Tasks

- LHG servicing for agents in the German-speaking part of Switzerland as well as western Switzerland and Ticino, taking into account the relevant guidelines
- Comprehensive consulting, proactive sales and support in group business
- Information and handling of irregularities and air schedule changes
- Information, calculation and advice on tariff matters via telephone or e-mail
- Independent decisions on waivers & favours according to the LHG Waiver Policy, updating of the corresponding lists and systems
- Group booking creation and support until completion of the trip
- Group offers in consultation with Revenue Management
- Support of key accounts in the group business

Requirements

- Commercial training in the airline/travel industry or corresponding airline experience
- Customer and service oriented
- Independent, communicative and winning sales personality
- Pleasure in telephone customer contact, good communication skills
- CRS knowledge, very good reservation and fare knowledge
- System knowledge: O365
- Very good written and oral language skills in German and English, any other language an advantage
- Positive attitude towards new things and open to change
- Very good manners and high resilience
- Ability to work in a team and strong interpersonal skills
- Quick perception, decisiveness and flexibility
- Assertiveness and initiative
- Efficient way of working and ability to set priorities

Details

Contract: CLA
Department: B2B Sales Services CH
Place of work: Basel
Start date: upon agreement

Please apply via link