



Job Description

Job Title: Senior Corporate Travel Consultant

Department: Corporate Travel Office - Wokingham

Main Duties & Responsibilities:

- *Dealing with incoming emails and telephone calls from corporate clients, adhering to Eton Travel's Service Level Agreements.*
- *Quoting cost comparisons to ensure we have offered the lowest fares in line with the Clients Travel & Expense Policy.*
- *Booking all corporate travel needs for corporate clients.*
- *Including flights, hotels, car hire, UK and continental rail, Eurostar, ferries, Eurotunnel, taxis, airport parking and chauffeur drive.*
- *Ensuring travellers/PAs are fully aware of the rules of any tickets including ticketing deadlines, hotel restrictions and cancellation policies.*
- *Using Sabre including apps, websites, email and the telephone to make bookings.*
- *Checking for visa and passport requirements, obtaining the relevant documentation and checking before sending to a third party supplier for processing.*
- *Completing all necessary notepads, quality checks and scripts ready for auto-ticketing.*
- *Some manual issue of air and rail tickets.*
- *Working your own personal Q on a daily basis to ensure tickets are issued by the correct due date and any other follow up work is actioned.*
- *Assisting with clearing of general office Qs.*
- *Occasional use of excel spreadsheets for recording information.*
- *Completing any necessary administrative work on a booking including the issue of hotel bill backs when required.*
- *Making sure any important information is communicated to the relevant people.*
- *Processing of Refunds.*
- *Attending in-house training with Suppliers.*
- *Assist customers with basic concur questions.*
- *Good team work ethic.*
- *Complete other tasks as requested by the management team.*

Personal Skills:

- *Able to work on own initiative in addition to being part of a team*
- *Positive, can-do attitude*
- *Pro-active and motivated*
- *Flexible attitude*
- *Good communication skills/written and oral*
- *Excellent customer care skills*

Systems & Training required:

- *Sabre – In depth understanding*
- *Internet – able to use websites and search engines*
- *Microsoft Outlook – Able to send, receive and file emails*
- *Microsoft Word – Able to compile, amend, save, retrieve and delete documents*
- *Use of Microsoft Excel – Able to compile, amend, save, retrieve and delete documents*
- *Fares Trained – BA 1 & 2 or equivalent.*
- *Knowledge of concur beneficial.*