



Pinnacle Travel Services Pte Ltd

CAREER AT PINNACLE TRAVEL

Pinnacle Travel Services Pte Ltd has been in business since 1996. We are the active member of IAGTO, NATAS and SCCCI. Our businesses mainly are outbound travel, golf tour, cruises vacation, air-ticketing and visa application. At Pinnacle Travel, we specialize in customized travel with personalized services. Over the years, we cater from FIT travel to large incentive group, and design unique itinerary for personal party and golfer group.

There will be 4 working in the office with a team of 8 in the company; in office politic-free and joyful working environment. We are positive mindset people working here and our dynamic work team has strong working relationship bonding like a family. At Pinnacle Travel, it is our joy and satisfaction to serve both our external and internal customers, surpass customers' expectations and meet our external customers travel needs every day at work!

In 2021, we are looking for a customer-centric and sales-driven Travel Sales Associate to join our company, to help our MD in the aspect of sales and customer service mainly for outbound, cruises, air-ticketing and other travel enquiry.

Travel Sales Associate

Main Responsibilities:

- Adhering to company service guidelines, sell and promote company holiday packages
- Design customized travel itinerary and work out quotation for private tour customer
- Provide pricing, cruising information and make reservation for cruise enquiry customer
- Research best available fares and schedule information to customer for air-ticket enquiry
- Provide rates, highlight information and issue policy for travel insurance enquiry/sales
- Assist customer on required documentation and do preparation for travel visa application
- Follow up with customer about travel plans and serve with extra miles to close sales
- Maintain accurate records of updated customer data and booking details in Athena system
- Provide travel documents and essential information to the customer prior departure
- Monitor customer satisfaction on overseas ground services while customer is on trip
- Promote highest standard service excellence and customer experience at all times
- Assist the MD in typing golf tour and group travel quotation as and when is needed
- Assist in product responsibility for holiday/golf packages itinerary update during free time
- Regularly offer feedback and sharing know-how on anything for change and improvement

Experience & Skills:

- Minimum 2 years frontline serving and selling in Singapore's travel company
- Hands-on experience in outbound travel, air-ticketing and visa application
- Computer and software skills like Microsoft Office, Amadeus and Athena system
- Able to speak & understand Mandarin when serving Chinese-speaking customer



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Desired Attributes:

- Service excellence with strong sales drive
- Positive mind, fast worker and take initiative

Office Working Hours:

Monday to Friday : from 9:30am to 7:00pm

Saturday : from 9:30am to 3:00pm with Alternate Saturday Off

Salary & Incentive:

Entry Salary : S\$ 2,000 to S\$ 2,200

Confirmation Salary : Commensurate with performance

Sales Incentive : S\$ 2 per customer

Some of the Benefits:

Staff's price travel, familiarization trip, group tour leading and industrial training

Career Opportunities:

Your corporate ladders include:

- Travel Sales Assistant Manager
- Travel Sales Manager
- Successor

Why Join Us?

- Work-life balance priority
- Higher pay with higher sales
- Politic free working environment
- Great work will be recognized
- Contribution will be appreciated
- Extensive learning opportunity
- Paid leave fam trip opportunity
- Evening function dinner & networking
- 1 boss reporting – the MD
- Non-family business organization

**keen to join our team and build your career with Pinnacle Travel?
apply now. email to hr@pinnacle-travel.com**