



## Pinnacle Travel Services Pte Ltd

### CAREER AT PINNACLE TRAVEL

Pinnacle Travel Services Pte Ltd has been a reliable and reputable travel agency in Singapore. Trusted since 1996, the company is well known for most personalized services in customized travel. We are good in fulfilling comprehensive travel needs with speedy and heedful services. Among our main areas of expertise are outbound travel, golf tours, air ticketing, and regional cruises. Over the years, we served from FIT travel to large incentive group, and design unique itinerary for personal party as well as golfer group.

There will be a team of 5 in the company presently; 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!

### Customized Travel Consultant

#### Introduction:

We are renowned for our expertise in customized travel, offering personalized service to our customers with a wide array of travel experiences in over 30 countries worldwide. Are you passionate about travel and dedicated to creating delightful experiences for holidaymakers? Pinnacle Travel Singapore is seeking a Customized Travel Consultant to join our dynamic team. If you have a keen eye for detail, thrive on creativity, and love brainstorming to meet each customer's specific needs, this could be the perfect role for you!

#### Main Responsibilities:

##### CUSTOMIZED TRAVEL:

In this role, you will need to be an attentive and active listener, understanding the unique requirements, concerns, preferences, and pain points of each customer planning a trip. Your attention to detail and knowledge of travel logistics will be crucial in planning customized itineraries and tour arrangements. Every inquiry is distinct, and you will be tasked with crafting desired itineraries, calculating costs, and creating compelling proposals that encourage conversions.

##### CUSTOMER INTERACTION:

You will be the primary point of contact for customers, communicating to understand their trip requirements, addressing their questions, and assisting them in planning their dream holidays. You will engage with customers through various channels, including face-to-face interactions, phone call, email, live chat, WhatsApp, and WeChat. Your goal is to offer personalized travel solutions that cater to each customer's unique needs and preferences.

#### AIR TICKETING SERVICES:

Our air ticketing services cater to both walk-in customers and regular clients, including corporate ticketing accounts. You will assist customers in searching for flight information, offering recommendations on flight itineraries, and providing airfare quotes. This involves using the GDS Amadeus system and airline B2B portals. You will also be responsible for making flight reservations, monitoring PNR ticketing deadlines, and preparing E-tickets for issuance.

#### OTHER SERVICES:

In addition to customized travel and air ticketing services, you will also handle a variety of straightforward customer inquiries. These include, but are not limited to cruise packages, travel gift vouchers, travel insurance, SIC tour packages. Your role will involve offering personalized assistance to ensure each travel arrangement meets the customers' needs efficiently and effectively, maintaining the high standard of service Pinnacle Travel is known for.

#### BOOKING AND OPERATIONS:

Your responsibilities will also encompass day-to-day booking and operations tasks. Attention to detail is crucial as you handle these tasks. You will use the Athena system and in-house templates to prepare travel documents, which will be sent along with pre-departure briefing notes to customers. Your ultimate aim is to ensure that every customer enjoys a delightful holiday experience throughout their journey.

#### Visualize The Job

- Open daily enquiry report
- Check PNR queue in Amadeus
- Check emails, WhatsApp, WeChat
- Reply to customers queries
- Work on due booking operations
- Do quotation for customers
- Do follow-up with customers
- Serve phone in customers
- Attend to walk-in customers
- Invoice customer when close sales
- Get customer payment for booking
- List work to-do for next day
- Month end closing once a month

#### Experience & Skills:

- Relevant work experience in Singapore's licensed travel companies
- Experienced in using GDS Amadeus and airline portals for air ticketing
- Able to speak & understand Mandarin when serving Chinese-speaking customers

#### Desired Attributes:

- Positive attitude, detail-oriented and organized
- Good attendance and punctuality for work
- Ability to work in fast-paced office environment
- Passion for travel and itinerary planning
- Good written communication skills and result driven

#### Office Working Hours:

Monday to Friday : from 9:45am to 6:45pm

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

## Monthly Salary:

Entry Salary : commensurate with experience and knowledge

Confirmation Salary : commensurate with performance and values

## Benefits and Opportunities:

- Staff's price for personal travel
- Paid invitational familiarization trip
- Group tour leading to overseas
- Professional growth & development
- Innovative work environment

## Our Company Culture

- NO POLITICS – No inner circle, office politic free culture
- GROWTH MINDSET – Positive thinking, open mind and heart
- BE HEEDFUL – Strongly encourage attentive listening
- INTEGRITY PRINCIPLES – Trust and transparent management
- CONTINUOUS IMPROVEMENT – Innovative and inspire to improve
- SELF-CARE – Take breaks, enjoy jokes and fun moments
- OWNER MENTALITY – Act and think like you own the business
- WORK SMART – Be curious, always ask why to learn more

## Why Join Pinnacle Travel?

- Work-life balance priority
  - \*\* No use of your personal phone number for work
  - \*\* No carrying office laptop home after work
  - \*\* No disturbance during your leave and off days
- Politic-free and positive mindset working environment
- Performance-driven compensation
- Recognition and appreciation
- Contribution will be appreciated
- Extensive learning opportunity
- Paid leave fam trip opportunity
- Evening function dinner & networking
- One-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](mailto:hr@pinnacle-travel.com)**