



## 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!

### Tour Operations cum Admin Executive

#### Main Responsibilities:

- Operations responsibilities cover our businesses in travel services for:  
Air ticketing, customized travel, package tour, cruises, corporate group, golf tour, gift voucher, travel insurance
- Operations work include make and process new booking, check booking confirmation details, update name list, rooming list and group listing, booking status follow-up, monitor booking payment deadlines, prepare exchange order, service voucher, travel documents and pre-departure information, compile final itinerary, do booking reconfirmation and operations documents filing
- Make payment online for flight ticket, insurance policy, travel booking in supplier portal
- Assist the MD for golf tour and group travel quotation typing, issue pro-forma invoice for new sales, update customer booking status and follow up on customer balance payment
- Monitor and make photocopy of tour flyer to replenish flyer inside office brochure racks
- Open letter box, write payment voucher for printed exchange order
- Update the changes in tour itinerary and tour flyer of existing tour packages and golf packages
- Backup in customer service, attend to customer while sales team is not available
- Assist the managing director in marketing work, website work and ad-hoc task as and when needed

#### Experience & Skills:

- Relevant work experience in Singapore's licensed travel companies
- Fundamental outbound travel and customized travel knowledge
- Able to email & WeChat in Mandarin with China and Taiwan suppliers
- Advanced knowledge in MS Word, MS Excel, MS Outlook & MS PowerPoint
- Knowledge in GDS Amadeus and Athena system is most preferred

### **Desired Attributes:**

- Very careful, accurate and meticulous in details
- Positive attitude, systematic and organized person
- Good attendance and punctuality for work
- Ability to work in fast-paced office environment

### **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 : S\$ 2,500 - S\$ 3,000

Confirmation Salary : Commensurate with performance

### **Some of the Benefits:**

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

### **Career Opportunities:**

Join our organization and embark on a rewarding career journey with opportunities to climb the

corporate ladder : Operations Assistant Manager

: Operations Manager

: Director of Operations

: Successor of the owner

### **Why Join Us?**

- 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 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)**