



JOB VACANCY

Position: Tour Coordinator

Vacancies: 2

Green Wood Travel Co.,Ltd is well-established tour operator with 27 years of experience, specialising in inbound tourism from Netherlands and Belgium to Southeast Asia; namely Thailand, Cambodia, Indonesia, Laos, Malaysia, Philippines and Vietnam.

We have a strong customer focus and strive to provide a unique tailored holiday experience that caters to our clients needs.

We are currently have two vacancies available for the position of **Tour Coordinator**. All positions are based at our Head Office in Bangkok. Applications will be treated in the strictest of confidence.

About the Role

Successful candidates will be integrated into the Tour Coordinating/ Ticketing team which is at the heart of the business. Here you will receive comprehensive on-the-job training assisted by our diverse company knowledge and expertise of tourism infrastructure (hotels, tours, transport, flight tickets).

You will work for, and be responsible for the inbound department of our company.

Core Responsibilities

- Respond to client inquiries and provide accurate and detailed information in person, via telephone, email or Social Media.
- Effectively communicate with clients to ensure consistency between the ticket / hotel / tour products offered with respect to client expectations.
- Prepare itinerary proposals, cost outlines with minimum supervision required.
- Ensure client files are completed accurately and according to the confirmed itinerary.
- Generate customer invoice/confirmation for confirmed reservations and monitor deposit and final payments for all assigned files.
- Other administrative duties as needed.

Necessary Qualifications

Ideal candidates will be enthusiastic and possess a genuine passion for the tourism industry. Due to the nature of the role you would need to be able to work efficiently and diligently; both individually and as part of a team.

Prerequisites and qualifications are as follows;

- Male or female (Dutch / Belgium / Thai national), min. 22 years.
- Strong written and verbal communication skills in English & Dutch
- Bachelor's degree or higher in a relevant field.
- Computer literate with proficiency in common computer applications..
- Detailed oriented, good interpersonal and communication skill.
- Able to work independently and in a team.
- Knowledge of Thailand, Cambodia, Malaysia, Laos, Myanmar, Vietnam, Indonesia and Philippines is a real advantage.

How to Apply

Those with a genuine interest in joining a professional tour-operator for long-term commitment are welcome to apply.

We are delighted to offer a competitive salary and travel benefits to the ideal candidate.

If you have an adventurous nature and are looking for an exciting future with a forward thinking tour-operator please email your cover letter and resume with a recent photo to the attention of Mr. Ernst-Otto Smit.



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