

## Job Description: Tour Executive

**Position:** Tour Executive

**Location:** Kurana - Katunayake

**Department:** Inbound tours

**Reports To:** General Manager / Director

**Employment Type:** Full-Time

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### Company Overview:

**3R Leisure Pvt Ltd** is a tourist board-approved travel agency dedicated to providing exceptional travel experiences to our clients. We specialize in tailor-made tours, ensuring every journey is unique and memorable. Join our team and be part of a passionate group of travel enthusiasts committed to making dreams come true.

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### Job Summary:

The **Tour Executive** is responsible for planning, organizing, and selling tour packages to clients. The role involves coordinating travel arrangements, managing customer inquiries, and ensuring a seamless travel experience for clients. The ideal candidate will have excellent customer service skills, a thorough knowledge of travel destinations, and the ability to handle administrative tasks efficiently.

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### Key Responsibilities:

#### 1. Tour Planning and Coordination:

- Develop and sell tour packages to clients based on their preferences and budgets.
- Coordinate with hotels, and other service providers to make travel arrangements.
- Ensure all bookings and reservations are confirmed and documented properly.
- Maintain a database of clients and prospects, and follow up on leads to convert them into sales.

#### 2. Customer Service:

- Handle customer inquiries and provide detailed information about tour packages.
- Assist clients in planning their travel itineraries, and providing advice on destinations, attractions, and accommodations.
- Address and resolve clients' issues or concerns before, during, and after their trips.

#### 3. Administrative Tasks:

- Request and maintain suppliers' rates accordingly (hotels, excursions, etc.).
- Maintain accurate records of bookings, payments, and other transactions.
- Generate reports on sales performance and client feedback.



#### 4. Collaboration:

- Work closely with other team members to ensure smooth operations and high-quality service.
- Liaise with tour guides, drivers, and local partners to coordinate logistics and ensure a positive experience for clients.

#### 5. Continuous Improvement:

- Stay updated on industry trends, new destinations, and changes in travel regulations.
- Provide feedback to improve tour packages and services.

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#### Qualifications:

- A diploma in Tourism, Hospitality Management, Business Administration, or a related field.
- Previous experience of 01 year in a travel agency or tour operations role is preferred.
- Previous experience working with B2B agents is an added advantage.
- Strong knowledge of travel destinations, tour operations, hotels, and travel regulations.
- Excellent communication and customer service skills.
- Proficiency in using travel booking systems and software.
- Ability to multitask, prioritize, and manage time effectively.
- Strong problem-solving skills and attention to detail.
- Fluency in multiple languages is an advantage.

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#### Key Performance Indicators (KPIs):

- **Booking Conversion Rate:** Percentage of inquiries converted into confirmed bookings.
- **Client Satisfaction Score:** Feedback ratings from clients regarding service quality.
- **Revenue Generation:** Achievement of sales and revenue targets.
- **Supplier Performance:** Quality of services provided by tour suppliers based on client feedback.
- **On-Time Response Rate:** Speed in responding to client inquiries and requests.

