

Experience beyond expectations

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Job Description: Tour Executive

Position: Tour Executive

Location: Kurana - Katunayake **Department**: Inbound tours

Reports To: General Manager / Director

Employment Type: Full-Time

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.

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.

Key Responsibilities:

1. Tour Planning and Coordination:

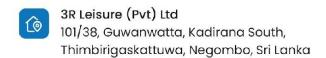
- Develop and sell tour packages to clients based on their preferences and budgets.
- Coordinate with hotels, and other service providers to make travel arrangements.
- Ensure all bookings and reservations are confirmed and documented properly.
- Maintain a database of clients and prospects, and follow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









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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.
- o Provide feedback to improve tour packages and services.

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.

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.



