

Job Title	Co-ordinations Executive – Japanese speaking
Profile	Japanese nationality (max 35 years old)
Department	Coordination/Customer Services Department
Office /Location	Rome
Role Profile	To work within the Coordination team and provide support to customers during trips and maintain customer relationships in order to promote future business.
Responsabilities	<ul style="list-style-type: none"> • Liaise with tour leaders and suppliers to ensure a high standard is provided. • Check travel itineraries feasibility and progress of tour • Anticipate and resolve enquires or problems that arise during a tour. • Arrange and coordinate services/hotel reservations for any itinerary amendments or additional services requested from Tour Leader or offices in Japan • Act as an emergency response team providing support to tour Leaders during any unexpected crisis situations that may arise • Resolve any problems/complaints that may arise during or after the trips of the clients • Quality control of Suppliers through monitoring of services. • Check itineraries to make sure smooth running of tours
Requirements	<ul style="list-style-type: none"> • Fluency in Japanese language is required for this role • English language - advanced level • Travel industry market & culture understanding desirable but not essential • Strong problem solving skills • Ability to multitask, prioritise and meet deadlines • Excellent communication and organisational skill • Good working knowledge MS Office • Good business report/statistic producing skills are preferred • Customer oriented attitude • Detail oriented person

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