

Job title: Tour Operator Account Assistant

Job Description

The Tour Operators Account Assistant is responsible for accurately entering tour operator (TO) bookings into the Product Management Systems (PMS) of the Human Company Group's holiday parks.

The TO Account Assistant is to ask for booking lists from the tour operators, ensuring that the TO respect the deadlines for communicating bookings.

The booking lists can include new reservations to be entered, as well as changes or cancellations to be made to already-existing reservations.

He/she will ensure that all bookings are correctly entered, that all modifications and cancellations are correctly dealt with and will make daily reports of all bookings/cancellations/changes for the Sales Director and Front Office Managers in the properties.

Other activities will include maintaining contact with the booking offices of the TO with regard to reservations, and with the back offices of the Group's properties to act as a point of liaison between them and the TO.

Activities

- Entering bookings, modifications and cancellations into the properties' PMS
- Maintaining contact with the back offices of the TO and acting as a point of contact to the properties for these reservations
- Ensuring that the TO send their booking lists within the agreed timescales
- Maintaining contact with the TO in order to stay updated on the booking situation
- Creating and distributing booking reports for each TO

Contact points

- Sales Director Human Company
- Back and front office managers in each property
- Booking offices of our partners