

Escorted Tours of
Europe Since 1939



Superior Value with
a Personal Touch

RESERVATIONS, TOUR PLANNING & CUSTOMER SERVICE FOR OPERATOR OF ESCORTED EUROPE TOURS

Grand Rapids based company operating escorted tours of Europe since 1939, looking for team members with a passion for the Travel Industry, Event Planning, Hospitality, and Customer Service, who aspire to fulfill a department management or project management role. On-the-job training provided. Team members will specialize in a combination of two or three of the areas outlined below while providing team support and collaboration in other areas.

RESERVATIONS: Processing reservations, monitoring booking transactions, verifying payments, managing tour availability, and providing trip preparation materials. Communication includes incoming calls and emails as well as follow up to verify information, confirm reservations, invoice payments, and address questions.

TICKETING: Researching flight schedule options, booking air reservations, and conveying flight details. Ticketing associates will be responsible for monitoring air prices and organizing passenger flight information for tour planning purposes.

TOUR PLANNING: Preparing client documents, organizing tour manager materials, researching hotels, recording service information, and reconciling financial information. Planning associates may also contribute to writing, proofing and editing of documents, brochures and promotional materials.

CUSTOMER SERVICE: Assist travel agents nationwide who are calling Image Tours about reservations for escorted tours of Europe. This includes answering questions about tours, checking availability, quoting pricing, making reservations, recording passport information, and addressing special requests.

REQUIREMENTS: Image Tours is particularly interested in candidates with a BA degree or four+ years full-time job experience. Travel experience in Europe and proficiency in a second language is helpful but not required. The successful candidate will demonstrate the following skills/qualities:

- Comfortable working with computer applications including some familiarity with Excel
- Able to work independently and also contribute positively to a team environment
- On-time, dependable, organized, self-manages, and tracks personal progress
- Proficient in multi-tasking, problem solving, attention to detail, and accuracy
- Capable of researching, mapping out itineraries, and managing a budget for air bookings
- Comfortable with a diverse group of customers
- Presents ideas in an effective manner over the phone, in person and in writing

Interested applicants may email a resume and cover letter to: **support1@imagetours.com**

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