

SKILLS FRAMEWORK FOR TOURISM				
SKILLS MAP - ASSISTANT CUSTOMER SUPPORT EXECUTIVE/ASSISTANT TRAVEL CONSULTANT (CUSTOMER SUPPORT)				
<b>Sector</b>	Tourism			
<b>Sub-Sector</b>	Tour and Travel Services			
<b>Track</b>	Travel Management and Operations			
<b>Occupation</b>	Travel Operations Executive			
<b>Job Role</b>	<b>Assistant Customer Support Executive/Assistant Travel Consultant (Customer Support)</b>			
<b>Job Role Description</b>	<p>The Assistant Customer Support Executive/Assistant Travel Consultant (Customer Support) answers to customers' travel queries and requests in airline ticketing arrangements, hotel accommodations and attractions. This includes providing first-level responses to queries and escalating any follow-up to higher level when required. He/She provides accurate visa requirements and application details at the time of ticketing.</p> <p>Well organised and service-oriented, he keeps a log of customer queries, feedback and complaints. He also maintains good relationships with customers through proactive understanding of customer needs to identify areas for improvement.</p> <p>He may be required to work on weekends, evenings, and public holidays in an office environment.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>		
	Perform customer service operations	Provide information to customers including visa requirements, immunisation requirements and applicable discounts or corporate rates		
		Facilitate sale of products and services for existing customers based on travel preferences		
		Facilitate bookings and ticketing with coordination and reservations department based on customers' selection		
		Perform processing of account receivables		
		Provide responses to customers' queries and complaints		
		Perform data entry in customer relationship management system		
		Compile customer feedback on vendors' service standards		
	Support human resource, technology and/or finance operations	Maintain records of departmental spending and budget utilisation for periodic review		
		Assist in research on market trends in relevant technology applications to improve productivity and innovation		
Provide feedback based on usage of workplace technology				
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Budgeting	Level 2	Communication	Basic
	Business Continuity Planning	Level 2	Interpersonal Skills	Intermediate
	Business Performance Management	Level 2	Teamwork	Basic
	Customer Behaviour Analysis	Level 3	Digital Literacy	Basic
	Customer Relationship Management	Level 2	Service Orientation	Intermediate
	Data Mining and Modelling	Level 2		
	Market Research	Level 2		
	Productivity Improvement	Level 2		
	Sales Closure	Level 2		
	Service Excellence	Level 2		

	Stakeholder Management	Level 2	
	Strategy Implementation	Level 2	
	Systems Thinking Application	Level 2	
	Technology Application	Level 2	
	Technology Scanning	Level 2	
	Tour and Travel Coordination, Ticketing and Reservations Management	Level 1	
	Tourism and Economic Development	Level 2	
<b>Programme Listing</b>	For a list of Training Programmes available for the Tourism sector, please visit <a href="http://www.skillsfuture.sg/skills-framework/tourism">www.skillsfuture.sg/skills-framework/tourism</a>		

The information contained in this document serves as a guide.