

SKILLS FRAMEWORK FOR TOURISM
SKILLS MAP - CUSTOMER SUPPORT EXECUTIVE/TRAVEL CONSULTANT (CUSTOMER SUPPORT)

Sector	Tourism			
Sub-Sector	Tour and Travel Services			
Track	Travel Management and Operations			
Occupation	Travel Operations Professional			
Job Role	Customer Support Executive/Travel Consultant (Customer Support)			
Job Role Description	<p>The Customer Support Executive/Travel Consultant (Customer Support) answers to customers' travel queries and requests in airline ticketing arrangements, hotel accommodations and attractions. This includes responding to queries on products and services and providing up-to-date pricing and availability information in terms of pricing and routing. He/She also provides accurate visa requirements and application details at the time of ticketing.</p> <p>Well organised and service-oriented, he advises on possible routing options and provides information on any safety alerts relating to the destination of choice. He is also a mentor to his direct reports on all aspects of travel services.</p> <p>He may be required to work on weekends, evenings, and public holidays in an office environment.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
		Perform customer service operations	Provide information to customers including visa requirements and applicable discounts or corporate rates	
			Facilitate sale of products and services for existing customers based on travel preferences	
			Supervise junior team members on sale of products and services for existing customers based on travel preferences	
			Facilitate booking and ticketing with coordination and reservations department based on customers' selection	
			Perform processing of account receivables	
			Supervise junior team members on processing of account receivables	
			Provide responses to customers' queries and complaints	
			Verify customer data is maintained within customer relationship management system	
		Generate reports on customer feedback on vendors' service standards		
	Support human resource, technology and/or finance operations	Report budget utilisation and spending against department's key performance indicators within approved departmental financial budget		
		Conduct research on market trends in relevant technology applications to improve productivity and innovation		
		Provide feedback based on usage of workplace technology		
Skills and	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Budgeting	Level 3	Communication	Intermediate
	Business Continuity Planning	Level 3	Interpersonal Skills	Advanced
	Business Performance Management	Level 3	Problem Solving	Intermediate
	Customer Behaviour Analysis	Level 3	Service Orientation	Advanced
	Customer Relationship Management	Level 3	Teamwork	Intermediate
	Data Mining and Modelling	Level 3		
	Market Research	Level 3		
Productivity Improvement	Level 3			

Competencies	Sales Closure	Level 3	
	Service Excellence	Level 3	
	Stakeholder Management	Level 3	
	Strategy Implementation	Level 3	
	Systems Thinking Application	Level 3	
	Technology Application	Level 3	
	Technology Scanning	Level 3	
	Tour and Travel Coordination, Ticketing and Reservations Management	Level 2	
	Tourism and Economic Development	Level 3	
Programme Listing	For a list of Training Programmes available for the Tourism sector, please visit www.skillsfuture.sg/skills-framework/tourism		

The information contained in this document serves as a guide.