



Sprichst du Deutsch und suchst du eine Arbeit?

Exciting, challenging, rewarding in amazing Serco Team...

...words that sum up the working day at Serco

Step into the adventure and join Our international Team in Ebookers project

TOURISM ADVISOR

Ref. no.: TA/AP/2015

Place of work: Kraków

Main responsibilities:

- Helping customers to arrange their travels and expectations in terms of arranging their travels
- Provide active support to customers before and after booking within Ebookers website
- Explaining travel procedures to the customers
- Advising travel related products and services (hotel, cars, flight tickets)
- Delivering the highest quality customer service
- Keeping up to date with product developments and changes of travel policies
- Working with colleagues to ensure Clients expectations are met

Candidate profile:

- Fluent oral skills in **German**
- Ability to communicate in **English** language
- Excellent customer care and proactive attitude
- Results oriented approach
- Attention to details
- Being a team player
- Previous travel industry or/and hospitality experience plus customer service - will be an asset
- Willingness to work on shifts
- Flexible working hours for Full Time or Part Time Employees

Benefits:

- Competitive salary (plus extra bonuses both Serco and Ebookers sponsored)
- Private medical care for you and for your family (including dental care)
- Attractive benefits package – cafeteria benefit system (Multisport Card, Gift Cards)
- Full-paid appropriate certified training (Amadeus or Galileo)
- Relocation package and bonus for commuters
- Employee Referral Award Program
- A multicultural, environment with great working atmosphere
- Trainers support for language development
- Fast recruitment process taking 2-3 weeks, with a remote application systems
- Flexible starting dates

Send your application in English to:

applyjob.serco@serco.com

For more information visit us: **www.sercopoland.com**

Facebook: **Kariera w Serco**