

Bringing service to life

serco



Spreek je Nederlands en ben je op zoek naar een baan?

**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 **Dutch**
- 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](mailto:applyjob.serco@serco.com)**

For more information visit us: **[www.sercopoland.com](http://www.sercopoland.com)**

Facebook: **Kariera w Serco**