

ANA Paris Office Reservation Staff

JOB TITLE	Reservation Staff
LOCATION	Paris Charles de Gaulle Airport
Duties and Responsibilities:	<ul style="list-style-type: none"> - Provide customer service and assistance in a professional manner and based on the Company's manuals and standard operating procedures. - Maintain the highest standards of safety and security at all times. - Manage incoming phone calls, queues and emails for French-speaking customers related to reservation and sales. - Co-ordinate with other departments to resolve customer issues. - Deal with claims & report, handle all type of irregularities related to reservation. - Follow up goals and procedures according to ANA policy. - Stay up-to-date with new products/services. - Manage refund applications, checks / waivers. - Maintain French-speaking Sales support & Pricing specialist.
KNOWLEDGE, QUALIFICATIONS & SKILLS	<ul style="list-style-type: none"> - Must hold a work permit in France. - Sympathize ANA's corporate philosophy. - Friendly and outgoing character, team spirit. - Customer oriented. - High flexibility and ability to work under stressful situations. - Excellent knowledge of French as a mother tongue or equivalent, knowledge of English for business communication. - Experience of using CRS (Computer Reservation System).
Salary	- Commensurate with experience and ability.
Day off Annual leave	<ul style="list-style-type: none"> - 09:30 - 17:30 on weekdays, 12:30 - 13:30 lunch time. - Day off of weekends and French national holidays.
Working Hours	- 35 hours/week and 7 hours /day maximum, lunch time 1 hour.
Benefits, conditions and regulations	<ul style="list-style-type: none"> - All the benefits, conditions and regulations enumerated in the Company Rules (dependent on local employment customs and legal requirements in each country) are applicable. - There is a possibility of transfer to other sections.
How to apply	- The CV is to be submitted in French or English to "ml_notice_parisrecruit@ana.co.jp".
Closing Date	- End of September, 2023