

Terms of Reference

Ticketing & Reservation Assistant

- Create correct flight bookings in the Reservation System for walk-in passengers, Tour operators and Travel Agents.
- Issue flight tickets as per the passenger request.
- Exchange and reissue tickets as per passenger request.
- Process refunds for cancelled tickets as per company refund policies.
- Disseminate right information to the passengers during flight disruption.
- Handle and reply email queries with utmost care on a timely manner.
- Submit sales on daily basis to the accounts personal.
- Ensure to be well versed with the Company Fare and Termsheet and the Conditions of carriage.
- Should be available as and when required during odd hours.
- Perform other duties as directed by the management.