# IMPACT is BACK

## Serco Global Services is now Intelenet Global Services!

### TOURISM ADVISOR

Ref. no.: TA/CP/022016

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 French
- 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 Intelenet 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 system
- Flexible starting dates

Send your application in English to:
**applyjob@intelenetglobal.com** Facebook: **IntelenetPoland**

Please, include the reference number and the following clause: I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment process under the Personal Data Protection Act as of 29 August 1997, consolidated text: Journal of Laws 2002, item 1182 as amended.