

Customer Service Agent

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Company: Minor Hotels

Location: Bangkok

Category: other-general

Job Description

Able to think fast, find answers, and respond quickly to customers' concern, issues and questions, all with a polite, empathic, and professional and manner.

Excellent customer care and focus, ability to assess customers' needs and provide the correct answer, path, troubleshooting, or method for a positive customer experience.

Attract customs by promoting our company positively, answering questions and addressing concerns as they arise.

Recommend possible hotels to meet the customs' needs

Ability to learn and follow all customer service procedures and policies.

Refer issue and questions to managers if necessary

Answer and manager incoming calls, emails, chats, WhatsApp, LINE, and/or the related channel

Take personal responsibility for driving up selling and cross selling

Strive to meet and go above personal and team targets, and goals.

Aim for customer resolution and return

Record, organize and file customer interactions and profile/account changes.

Maintain effective office administrative procedures within the Minor Customer Contact Center, Thailand that will safeguard and detect double-bookings, non-guaranteed bookings, filing errors and other inaccuracies.

Able to close sell, up-sell and cross-sell on transient business.

Assist to make all room reservation and ensure maximize room revenue and ensure all reservation detail update within required hotel procedures.

Able to assist transient customer on other hotel inquiry, transportation, direction, spa, etc.

Able to gather information of group and/or event inquiry with necessary steps.

Understand the dynamics of Regional & Local Market, local Competitors and Events of the destination. In-depth understanding of local seasonality and booking patterns.

Taking, amending and cancel reservation details as applicable. Confirming the method of payment.

Ensure compliance to all security and safety standards on everyday basis.

Ensure optimal utilization of all company software system and maintain knowledge on all room types and its availbilty

Qualifications

College degree in hotel management.

Previous experience in customer support, client services, sales or a related filed

Able to concentrate on multiple problems at once

Personable and attentive

Strong interpersonal skills

Strong verbal communicator

Customer-focused for positive customer experience and resolution

Familiar with the software used to connect with customers and gather their information

Ability to answer the phone, listen actively, relay information, and type basic information simultaneously

Excellent time management and prioritization skills

Familiar with the hotel operations available technology and all distribution channels.

Understand the dynamics of regional & local markets and local competitors.

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