

Reservations Agent

Regional Air Services Tanzania

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Regional Air Services is an established and reliable internal air operator in Tanzania.

Application Deadline: 8th March 2025

About the Role

Are you passionate about customer service, aviation and travel? We at Regional Air are looking for a Reservations Agent to join our team and provide top-notch support to our customers. In this role, you will be responsible for handling bookings, issuing tickets, managing customer inquiries, and ensuring a seamless reservation experience for our passengers.

Key Responsibilities:

- Handle telephone ticket sales and reservations.
- Assist walk-in customers with bookings and ticketing.
- Provide flight schedules and updates on any timing changes.
- Ensure accurate booking details, including passenger names, dates, and special requests.
- Process flight manifests and liaise with operations for any last-minute changes.
- Manage email correspondence related to reservations and customer queries.
- Advise customers on fares, promotions, hotels, and cross-border travel documentation.
- Handle cash transactions, charge for parcels, excess baggage, and other additional services.

What We're Looking For:

- Education: Degree in Travel & Tourism, Hospitality Management, Business Administration, or a related field.
- Experience: 1–2 years in airline reservations, travel, or hospitality.
- Technical Skills: Proficiency in airline reservation systems (Amadeus, Sabre, Galileo) and MS Office.
- Customer Service: Strong communication, problem-solving, and interpersonal skills.
- Attention to Detail: High accuracy in data entry and reservation handling.
- Flexibility: Willingness to work shifts, weekends, and holidays as required.

Why Join Us?

- Be part of a dynamic and fast-paced airline industry.
- Work with a team that values excellent customer service.
- Opportunities for career growth and professional development.

Reservations Agent at Regional Air Services Tanzania

How to Apply:

Submit your CV and a brief cover letter to careers@regional.co.tz by 8th March 2025