

MichaelPage

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Travel Consultant - Japanese-English Speaker!

Travel Consultant

Job Information

Recruiter

Michael Page

Job ID

1545277

Industry

Tourism

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

3.5 million yen ~ 4.5 million yen

Refreshed

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General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

You will have the unique responsibility of managing inquiries from Japanese-English clients via email and phone calls, primarily within the B2B sector. While the majority of your interactions will be with Japanese-English clients, you'll also have the opportunity to engage with foreign clients. This makes proficiency in English communication an essential requirement for this role.

Client Details

Global travel company.

Description

- Manage inquiries from Japanese-English clients via email, phone calls, and in-person meetings, ensuring exceptional service at every touchpoint.
- Build and maintain strong relationships with clients, understanding their travel preferences and requirements to provide personalized recommendations and solutions.
- Stay updated on industry trends, travel regulations, and destination information to offer informed advice and support.
- Collaborate with team members to optimize travel itineraries, resolve issues, and exceed client expectations.
- Assist with administrative tasks such as processing payments, issuing tickets, and preparing travel documents

accurately and efficiently.

- Proactively follow up with clients post-travel to gather feedback, address any concerns, and foster long-term loyalty and satisfaction.

Job Offer

- Hybrid Set up - has to be in the office during training though.
- Monday to Friday, 9AM-6PM

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

Required Skills

- Native-level proficiency in Japanese. Business level in English or vice versa
- Strong communication skills, both written and verbal.
- Ability to work in Tokyo 23.
- Prior experience in the travel industry or customer service is preferred but not required.

Company Description

Travel Consultant