



✓ **WELL PAID** ✓ **HOME BASED** ✓ **HOME WORKING OPPORTUNITIES**  
**WITH A LONDON HEAD-QUARTERED INTERNATIONAL TRAVEL GROUP**  
**FOR EXPERIENCED FLIGHT SALES & TICKETING AGENTS IN SRI LANKA**

The London based AFRICA TRAVEL CENTRE, (Established since 1982), has been selling flights to 54 destinations in Africa and worldwide through The FLIGHT QUOTES CALL CENTRE in Ratmalana, since 2011. Established and successful, our Africa Flights Reservations Team already numbers 20+ agents. Expanding further, we now have several vacancies for experienced Ticketing Sales & Reservations Consultants to work from home on our main UK time based shift:

**MAIN SHIFT TIMES:** Weekdays Mondays – Fridays from 2.30 pm – 11.00 pm which corresponds to 9.00 am – 5.30 pm GMT. British Summer times are 1 hour earlier from 2.00 pm – 10.30 pm. All staff also work on full day Saturday and one Sunday a month on a rota system and receive a weekday off in lieu.

The company installs and pays for high quality 4G / ADSL internet at the residencies of the successful candidates and provides all equipment including laptops and the latest phones.

Although home based, our staff are in continuous online and voice contact with the coordinator in the London office, as well as the Team Leader based in Colombo. This is a highly disciplined, well managed and closely controlled, call centre based sales operation. Home based staff also report to Management office in Ratmalana, for training as and when required and performance reviews.

Ideal candidates will have a minimum of 2 years working experience in the Travel Sector, preferably in a Call Centre Environment, CRS knowledge and experience of working in a Travel Agency essential. Previous AMADEUS experience is preferred as is knowledge of Africa. All candidates will need to sit and pass an AMADEUS based proficiency test. As Call Centre staff answer calls from clients in the UK, they must be totally fluent in English, well spoken with an excellent telephone manner. All short listed candidates will first go through a telephone interview process with staff at the London Head Office who will test their fluency in spoken English.

Job functions include answering calls from the UK, replying to email enquiries, effectively closing sales on the phone, making reservations, ensuring all fare rules are adhered to and processing client payments. The company has strict quality control procedures which need to be followed as well as dedication to customer care which has made Africa Travel a household name in the UK.

These are demanding positions where candidates selected will have to work to targeted sales levels. Call Centre staff are expected to sell a minimum number of flight tickets each month. Preference will, therefore be given to candidates with an English language travel call centre background who can demonstrate their telephone sales skills.

There is a mandatory 6 months' probation period. Selected candidates will need to be able to give their all to learning, sharpening existing skills and performing during the intensive probation period. With emphasis on past experience, these positions are, unfortunately not suitable for beginners. Those without actual working experience in flight reservations need not apply. Also flight reservations will be your only job; the position is not suitable for candidates who plan to work in Colombo in the daytime (Part timers) and take on a second evening position nor for those with conflicting family business commitments.

Attractive salary packages, exceeding Sri Lanka salary levels, with additional bonuses to high end achievers, are on offer to experienced sales driven candidates. Most of our successful sales staff earn salaries at levels greatly exceeding those offered by the travel industry in Sri Lanka. In October 2015 the average sales consultant earned 20,000/=+ above basic salary. Whilst the Colombo Company, linked to major UK based international travel group, pays well for attractive home based working opportunities it also demands the best in terms of skills, experience, performance and dedication and the strict adherence to quality control procedures.

In Sri Lanka, on successful completion of a 6 month probation period, you will become full time employees of Flight Quotes (Pvt) Limited. You will also be working with colleagues in the London Head Office of Africa Travel and thus be linked to major established UK travel group.

Apply by email to [hr@flightquotes.co.uk](mailto:hr@flightquotes.co.uk). If you wish to formally discuss the position before applying please do call our Colombo based Team Leader on 0710701101 / 0719988443 / 0113588855 or Head Office 0112715498. We also provide a simple PDF guide to applying for a position with the Flight Quotes Group, which may help you decide whether the position is suitable for yourself and that in turn you have what the company is looking for.



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