

Mandarin speaking: Reservation and Ticketing Agent (Airline)

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Company: ABL Recruitment

Location: London Area

Category: other-general

Job Title: Reservation, Ticketing Agent (English/Mandarin) Language: Fluent Mandarin and English Location: Central London (fully office based) Salary: Up to £29,000 Industry: Travel Your application won't be successful if: Require visa sponsorship now or in the future Do not speak fluent Mandarin and English Without previous ticketing experience with Amadeus Company Description Our client is a leading global airline and tourism representation company. They specialize in providing comprehensive sales, marketing, and customer service solutions to airlines, tourism boards, hotels, and other travel-related businesses. With a strong network of offices and professionals worldwide, our client helps clients promote their products and services, increase brand awareness, and generate sales opportunities in various markets. Role in a nutshell As a Reservation and Ticketing Agent, you will be responsible for providing reservation sales, ticketing, and reporting services for our airline client. Your role will involve handling reservation calls, generating bookings, processing invoices and payments, and delivering excellent customer service. Key Responsibilities Answering reservation calls from both direct passengers and trade partners. Generating airline bookings, making changes, managing ancillaries, and issuing/reissuing tickets/EMDs through auto and manual fare-building. Processing invoices and payments for airline tickets while adhering to strict airline and company reporting guidelines. Preparing daily and monthly airline sales reports and conducting reconciliation. Providing exceptional customer service over the phone and in-person. Assisting with ticket reissues, upgrades, reroutes, lost tickets, and other related inquiries. Handling group bookings and tour operator allocations, including issuing contractual terms and

conditions in compliance with individual airline protocols. Liaising with local management and head office representatives of partner airlines. Requirements Minimum of two years of experience in an airline reservations and ticketing role. Strong proficiency in Amadeus for reservations, fares, and e-ticketing. Fluent Mandarin language skills (speaking, reading, and writing) are essential.

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