



Job Title: Holiday Expert – Holiday Packages Booking

Location: Delhi

Job Type: Full-time

Salary: Based on interview

Job Summary:

Handora Travel Private Limited is looking for an enthusiastic **Telecaller** to join our sales team. The ideal candidate will be responsible for handling outbound calls, generating leads, and converting potential customers for our **holiday and travel packages**. This role requires strong communication skills, sales acumen, and a customer-centric approach to achieve sales targets.

Key Responsibilities:

1. **Outbound Calls & Lead Generation:**
 - Make outbound calls to potential customers from provided leads.
 - Follow up with interested customers to close bookings.
 - Maintain a database of customer interactions.
2. **Sales & Conversions:**
 - Explain travel packages, pricing, inclusions, and customizations.
 - Persuade customers to purchase travel packages based on their preferences.
 - Achieve daily/weekly/monthly sales targets.
3. **Customer Relationship Management:**
 - Address customer inquiries regarding packages, destinations, and bookings.
 - Provide accurate information on visa requirements, accommodations, and travel itineraries.
 - Handle customer complaints professionally and escalate issues when necessary.
4. **Follow-ups & Coordination:**
 - Send emails, WhatsApp messages, and follow-up calls to potential leads.
 - Coordinate with the operations team to confirm bookings and travel arrangements.
 - Keep track of booking payments and necessary documentation.
5. **Market Research & Feedback:**
 - Gather insights on customer preferences and popular travel destinations.
 - Provide feedback on improving travel packages and offers.
 - Stay updated on the latest travel trends, deals, and competitor pricing.

Required Skills & Qualifications:

- **Education:** Minimum 12th pass; Bachelor's degree preferred.
- **Experience:** 0-2 years in telecalling, sales, or customer service (Travel industry preferred).
- **Communication Skills:** Excellent verbal and written communication in Hindi & English (additional languages are a plus).
- **Sales & Negotiation:** Ability to persuade customers and close sales.
- **Computer Proficiency:** Basic knowledge of MS Office, CRM software, and email communication.
- **Personality Traits:** Positive attitude, patience, and strong problem-solving skills.

Benefits:

- Fixed salary + Attractive sales incentives
- Career growth opportunities in the travel industry
- Employee discounts on travel packages