


# Travel Agent

Gurugram, Haryana, India · **11 hours ago** · 7 applicants

 On-site · Full-time

 Applicant review time is typically 2 days [Learn more](#)

 See how you compare to 7 applicants. [Try Premium for ₹0](#)

## About the job

### About Us:

Kaz Worldwide Travel Ltd has been a trusted name in the travel industry since 2011, catering to families, solo travelers, and couples, primarily focused on the UK market. We are expanding our operations in India and are seeking a dedicated professional to oversee airline operations and enhance customer experiences for our UK-based clientele.

### Job Description:

We are looking for a meticulous **Airline Operations & Customer Experience Specialist** to join our team. This non-sales role will play a key part in managing airline schedule changes, improving client satisfaction, and ensuring operational excellence for the UK market.

### Key Responsibilities:

- **Handle airline schedule changes** (e.g., HX PNRs, UN PNRs) and communicate updates to customers promptly.
- Provide alternative solutions for affected flights and ensure customer satisfaction.
- **Request reviews** from passengers to improve service quality and maintain a strong reputation in the UK market.
- **Monitor low-performing bookings**, analyze trends, and take proactive steps to address concerns.
- **Manage refund processes**, ensuring timely action and compliance with airline policies.
- Maintain detailed records of communications, schedule changes, and resolutions.
- Collaborate with internal teams to ensure seamless operations and a high standard of service delivery.

## What We're Looking For:

- Experience in airline operations or backend travel industry roles.
- Knowledge of airline systems and GDS platforms (e.g., Galileo, Amadeus, or Sabre).
- Strong understanding of the UK travel market and customer expectations.
- Excellent communication skills to handle customer interactions professionally.
- Attention to detail and ability to manage multiple tasks in a fast-paced environment.
- Problem-solving mindset with a focus on delivering solutions promptly.



