

Travel Agency Meligrana

Kontakt: [www.meligrana.com](http://www.meligrana.com), [www.meligranaviajes.com](http://www.meligranaviajes.com),

**Knowledge, skills and competence to be acquired:**

A multidisciplinary and multifaceted preparation: cultural, administrative, computing, languages and management programmes front and back office management, and working with multimedia systems marketing, and management of telecommunications systems such as the Internet.

Will service because meet customer requires patience, kindness and talent for resolving situations and problems and always with good face of changing customer requests.

**Detailed programme of the training period:**

**SALES AREA**

Deal directly with the client to advise and sell both loose and packet services to the customer that comes from the street and the one that comes through our website per email. This area is very important because is the key to customer loyalty, always to try to meet the customers needs and expectations.

**MARKETING AREA**

Do mailings every month to the former clients

**ADMINISTRATIVE AREA**

Control the incomes

Billing clients

Payments to providers

Control records

**Tasks of the trainee:**

The trainee will have to deal daily with the sales area such as hotel bookings that come through our website from clients of all over the world, which means that the trainee will practice not only the Spanish language but also her English answering all the emails and phoning our clients. Our clients come mainly through Internet but also we work as a traditional travel agency so that will give the opportunity to the trainee to deal face to face with clients who want to book a flight, a tour operator travel package, or any other touristic service. The trainee will have to deal monthly with the administrative and the marketing area.

**Monitoring and evaluation plan:** The trainer is the director of the Travel Agency who always be supervising the trainee and will define the objectives, the strategic planning, will motivate the trainee and of course will teach her to have initiative and form her to be a professional in the touristic area.