

Carlson Wagonlit Travel (CWT) Greece, a leading travel management company, is seeking 3 trainees to cover positions of departments: Traveler Services, Meetings & Events and Program Management.

Carlson Wagonlit Travel (CWT) is a global leader specializing in **business travel** management and our **travel counselors** know that teamwork and great results have no boundary. We are proud to have been named the most admired **Travel Management Company** – and we are even more proud that we achieved it together. Whether we are booking government travel, advising on international security or establishing relationships with global corporations, we work as a family. We support each other. We grow as a team. And to us, that’s what makes a world of difference.

Lean about our **opportunities** and start your journey!

Position responsibilities:

- **You delight the traveler/travel arranger**
 - ✓ Listen and lead the conversation to solve problems in a timely manner with all types of customers in all circumstances
 - ✓ Connect with the caller to build trust and credibility even if the person is unknown
 - ✓ Be a trusted advisor by offering informed and insightful recommendations which provide the very best traveler experience in each situation

- **You build CWT’s commercial value**
 - ✓ Sell products that are of commercial value to CWT and contribute to CWT’s profitability
 - ✓ Remain current on value we provide to each customer
 - ✓ Adapt and change as requirements of the business change

- **You strengthen the CWT brand**
 - ✓ Represent the CWT brand in how you work on a day-to-day basis
 - ✓ Embrace new technology and ways of working that promote flexibility to adjust quickly to shifting needs of the business
 - ✓ Build loyalty to CWT by ensuring consistency of service delivery around the globe in a way that compliments the unique travel policy of each client with interaction to make each traveler/travel arranger feel special

Qualifications

- Excellent communication skills and follow through required to advise clients of those requirements
- Ability to handle multi-cultural sometimes multi-lingual clientele
- Required English language fluency: written and verbal
- Superior written and verbal communication skills (in person and on phone)
- Customer focused and service oriented
- Problem solver
- Results-driven
- Adaptable and motivated to learn
- Influence and diplomacy
- Proficiency in technology to research options and to complete process requirements

All applications will be treated as strictly confidential.

Please submit your CV at: esalamara@carlsonwagonlit.gr