



We are delighted to announce new opportunities to join the G2 Travel dynamic and multicultural Customer Care Team.

We have available positions in Spain, Portugal and UK. Remote or hybrid working options are available.

If interested, please submit your CV by e-mail to careers.customercare@g2-travel.com

The role: Customer Care Executive

The Customer Care executive takes responsibility for the provision of excellent in-destination service for all groups. Checks itinerary feasibility before the tour arrival and makes sure the operation is seamless. For exceptional groups with special needs, provides a concierge level support. Effectively balances customer satisfaction with commercial outcomes. Negotiates, contracts, maintains and fosters relationships with supplier partners. Prevents issues from happening and solves unpredictable emergencies in a timely manner, maintaining the best service delivery.

Key activities:

Groups pre-arrival

- Check itinerary details to ensure smooth tour logistics
- Obtain and supply contact details before deadlines so complete information is made available to groups
- Complete reconfirmations if/as necessary
- Ensure familiarity with group requirements before arrival
- Follow up with reservations on any non-confirmed services and make sure all services are confirmed

Groups on the road

- Liaise with tour leaders and suppliers to manage the delivery of high standards of service
- Maintain proactive contact with the group to anticipate and avoid issues via phone, social media and in-person (where applicable)
- Creative problem solving - resolve enquires or problems that arise – quick resolution with the best possible outcomes
- Facilitate change requests – negotiating additional hotel and service reservations, itinerary amendments or cancellation requests from Tour Leader or Sales. Minimise the cost to the business and the group for these changes
- Act as an emergency response support during any unexpected crisis situations that may arise
- Provide on-call support to tour leaders- emergency after-hours coverage when required.
- Coordinate communication between all internal contact points to ensure ongoing transparency of tour progress
- Ensure alignment of service expectations between G2, supplier, and group
- Ensure all actions taken regarding the group are logged and communicated including relevant cost information
- Ensure any urgent issues are handed over out of hours for action



Groups after departure

- Follow up any open issues to resolution – investigation, communication, etc.
- Root cause analysis with recommendations to the business on how to avoid recurrence of the issue if applicable
- Complete reporting in a timely manner
- Monitor quality standards of suppliers and provide positive and negative service examples to the sales, services and hotel teams

Qualifications / Competencies

- Previous experience in travel industry or customer service essential
- Languages – Fluent English/Mandarin essential
- Other languages : Spanish
- Flexibility in hours including extended availability and willingness to act in an on-call capacity if needed
- Proactive and customer focus
- Strong problem-solving, negotiation skills and detail orientation
- Demonstrated multi-cultural understanding and empathy
- Multitasker with the capability to prioritize and meet deadlines
- Ability to work independently under pressure
- Versatility to work effectively as part of a wider team