

Work Placement Confirmation Form

This document confirms the duration of employment by Koji Inoue in Daat Travel as a Customer Service Representative were between November 2014 - July 2015, and as a supervisor between July 2015 - December 2016 at the Customer Service Center (CSC).

The document also confirms the below duties performed by Koji as a supervisor:

- Delegating service for tour groups to CSC rep
- Monitoring the tour groups data for completion before the tour departs
- Handling escalated service requests from CSC reps
- Managing the shifts so that we have CSC rep coverage on business days
- Troubleshooting Softrip application related bugs with the IT department
- Sending market or trip announcement emails to tour groups from the Softrip application
- Sending survey emails post-trip to a tour group
- Assisting the IT department with setting up CSC workstations
- Updating itinerary plans from Softrip, which are reflected in the web portal
- Closing, opening tour groups for registration in the Softrip application
- Inputting flight tickets into the customers account
- Managing the inbound call manager software

The hours employed by Koji are over 800 hours being a full time employee.

Signatory details:

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Manager's signature:


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DA'AT Travel Services Ltd.