

Role:- MICE - Sandeep

Regular office hours: - 9.30 AM – 6 PM

Date:- 1st April 2020– 31st March 2021

Job Role Summary:

This role is responsible for servicing existing clientele for the MICE platform and reports into the Regional Director

Key Results Area #1– Client Retention

- Ensure MICE clients are retained with excellent client servicing

Key Results Area #2 – Generate best deals from vendors

- Get best deals from airlines, hotels and other vendors across the globe. Work around a Commission able rate or gather points for hotels and airlines which we can avail later
- Control project cost and perform time management drive Sales

Key Results Area #3 – Adhere to TAT &SLA

- Provide estimates within the stipulated timelines i.e. within 24-48 hours for Domestic requirements &within 48-72 hours for International requirements.
- Coordinate with the marketing team and prepare an estimate as per the SLA.
- Stay updated with industry related news
- Monitor competition activity and report significant developments

Key Results Area #4–Reports

- To ensure weekly/monthly/quarterly reports are sent on time
- To ensure team sends reports on time capturing all relevant information about clients
- To ensure MOM's are sent after every meeting

Key Results Area #5– Wings Culture code

- Reporting time to office is 9.30 AM
- Follow dress code
- Notify reporting manager for leaves in advance. Comp off's need to be approved in advance