

<https://www.lankatalents.lk/job/tour-planner/>

## Tour Planner

### Description

We are seeking a dynamic and customer-focused **Tour Planner (Customer Service & Sales Executive)** to join our growing travel team. The ideal candidate will be responsible for assisting customers with their travel inquiries, designing customized tour packages, preparing quotations, coordinating bookings, and delivering an exceptional customer experience. This role requires excellent communication skills, a passion for travel, and the ability to achieve sales targets while ensuring customer satisfaction.

### Responsibilities

- Handle customer inquiries via phone, email, and online platforms.
- Understand customer travel requirements and recommend suitable tour packages.
- Plan, organize, and coordinate customized travel itineraries.
- Prepare quotations and convert inquiries into confirmed bookings.
- Manage reservations and travel arrangements.
- Build and maintain strong customer relationships.
- Deliver exceptional customer service throughout the customer journey.
- Support sales activities and achieve monthly sales targets.

### Qualifications

- Previous experience in customer service, sales, travel, or tourism is preferred.
- Strong communication and negotiation skills.
- Good knowledge of tour planning and travel arrangements.
- Excellent customer service and interpersonal skills.
- Ability to multitask and work under pressure.
- Good computer literacy and familiarity with online communication tools.
- Able to work independently as well as in a team.
- Fluent in English (spoken and written).
- Willing to work 24/7 shifts, including nights and weekends.

### Contacts

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### Hiring organization

Lanka Talents Creations (Pvt) Ltd

### Industry

Travel & Tourism

### Employment Type

Full-time

### Job Location

Battaramulla, Battaramulla

### Valid through

31.07.2026