

## Asante Rewards Loyalty Agent at Kenya Airways

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

### Job Description

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Kenya Airways, the leading African airline flying to more African destinations than any other carrier, takes pride in being at the forefront of connecting Africa to the world and the World to Africa through its hub Nairobi Jomo Kenyatta International Airport.

### Summary

Plays the vital role of servicing Kenya Airways' Asante Rewards Loyalty members in order to enhance the Customer experience and affinity with our Loyal Customers, increasing active enrolments and business through effective Customer engagement. Go above and beyond for your customers by providing excellent customer service.

### Responsibilities

#### Exceptional Customer Care

Provide fantastic personalized and professional Customer Service to Asante rewards Loyalty Members Customers.

Answer inbound calls and enquiries from Asante Rewards members efficiently.

Ensure that KQ is accessible to our Very Important Customers and assist new members with enrolments.

Educate our Asante Rewards Customers on the products and services offered by the Loyalty program in order to build repeat business and sales.

Actively involved in suggesting new ideas and providing recommendations on the improvement of processes/services in order to meet customer needs.

Actively build relationships with clients by offering good customer service in order to retain and recruit new members.

Handle Asante rewards customer's complaints in order to ensure customer satisfaction and retention.

### **Reservations& Ticketing**

Help Asante Rewards members find the right itinerary and connections that fit their needs and issue Asante Rewards redemption tickets on KQ and Partner flights.

Handle flight reconfirmation, Ticket revalidations in order to generate revenue.

Action queues appropriately and inform passengers on flight changes, confirmations, ticketing time limits, handle special requests like seats preference, meals, baggage requirements waitlists and confirmations, to ensure customers 'requests are met and to cut on GDS (Global Distributions System) costs.

Generate ancillary sales from KQ and Partners.

Highlight to customers the legal requirements covering their journey such as passports, visa and health requirements, check-in place, departure time and baggage allowance to avoid inconveniencing the passengers and ensure seamless service.

Maintain accuracy on all ticket bookings and issuance in order to maintain good Customer Service.

### **Flight Disruption Management**

Execute the flight disruption process well in order to minimize the effect and provide good Customer Care to our Asante Rewards Members.

Coordinate the handling of flight / schedule disruptions for Asante Rewards Members in liaison with the Disruption unit and ensure all customers affected are rebooked and communicated to either by calling / SMS / emailing to ensure passengers have a seamless service throughout their journey and Carryout service recovery.

Provide a report on all Flight Disruptions affecting Asante Rewards Loyalty Members to relevant parties.

Asante Rewards Enrolments

Recruit new members to Asante Rewards Loyalty Program.

Handle existing and prospective frequent fliers to gain their trust and affinity with the KQ brand.

### **Job Requirements**

#### **Qualifications**

O-level division III or KCSE C Plain

IATA/UFTAA Diploma in Airline fares and ticketing or Customer Service-related training.

PC based skills to operate windows package MSWord/Excel/Outlook

Excellent Customer Service skills

Fluency in one or more foreign language e.g., French, Germany, Spanish, Chinese will be an added advantage.

#### **Additional Details**

High integrity

Teamwork/team player.

Customer focus.

Result oriented.

Good organizational skills.

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