Booking Agent – Hoop On

Location: Milan, Italy (Hybrid Work Model)

Contract Type: Full-time

Who We Are:
Hoop On is a premium bus tour service offering unique travel experiences across Italy. We specialize in multi-day, hop-on-hop-off circuits that blend comfort, flexibility, and cultural immersion. Our mission is to provide an unparalleled travel experience for international tourists while ensuring seamless booking and customer service (more details on www.hoopon.com).

Job Description:
We are looking for a detail-oriented and customer-focused **Booking Agent** to manage reservations and provide exceptional support to our clients. This role involves handling customer inquiries, processing bookings, coordinating with internal teams, and ensuring a smooth and hassle-free booking experience for our guests.

Key Responsibilities:

- Manage customer inquiries and reservations via phone, email, and online booking platforms.
- Provide accurate information about tours, schedules, pricing, and policies.
- Process bookings, modifications, and cancellations efficiently.
- Ensure seamless communication with sales, operations, and customer support teams.
- Maintain accurate booking records and generate reports as needed.
- Assist customers with payment processing and resolve any booking-related issues.
- Monitor availability and coordinate with tour operators and suppliers to optimize capacity.
- Support promotional campaigns and provide insights on customer preferences.

Requirements:

- Experience in booking, reservations, or customer service within the travel or hospitality industry.
- Strong communication and problem-solving skills.
- Fluency in English and Italian (additional languages are a plus).
- Proficiency in reservation systems and CRM tools.
- Ability to multitask and work efficiently under pressure.
- Customer-oriented mindset with attention to detail.

What We Offer:

- Competitive salary and performance-based incentives.
- Opportunity to be part of an innovative and growing travel brand.
- A dynamic and international work environment.

If you are passionate about travel and customer service, we would love to hear from you! Apply now and become part of the Hoop On experience! Send us (info@hoopon.com) your application with your CV and a brief cover letter!