



Tour Consultant — Royal Star Expeditions Ltd

Royal Star Expeditions Ltd (www.royalstarexpeditions.com) is expanding, and we are seeking a motivated, customer-focused Tour Consultant to join our team immediately. If you enjoy designing exceptional travel experiences and delivering outstanding customer service, this role offers real responsibility and the chance to grow with an ambitious company.

Position Summary

- **Role:** Tour Consultant
- **Start:** Immediate
- **Contract:** Full-time (details discussed at interview)
- **Reporting to:** Head of Operations / Product Manager

Key Responsibilities

- **Respond to customer enquiries** across our range of tours and expeditions, ensuring timely and accurate information.
- **Design tailored itineraries** that meet client needs, budgets, and special requests.
- **Manage bookings and payments** using booking systems and CRM; ensure accurate documentation and invoicing.
- **Coordinate logistics** with suppliers, guides, partner operators, accommodation providers, and transport companies.
- **Provide expert travel advice** on itineraries, visa/entry requirements, travel insurance, health and safety, and recommended equipment.
- **Resolve customer issues** proactively and professionally, including emergency support and last-minute changes.
- **Support product development and marketing** by sharing customer feedback, market insights, and suggestions for new itineraries or services.
- **Maintain accurate records** and follow established procedures for risk management and supplier contracts.

Essential qualifications & experience

- **Education:** Diploma or degree in Tourism, Hospitality, Travel & Tourism Management, Business, or a related field. Equivalent professional qualifications also acceptable.
- **Experience:** Minimum of **2 years' proven experience** in travel sales, tour operations, reservations, or a related customer-facing travel role.
- **Technical:** Practical experience with online booking systems, reservation platforms, and MS Office (Excel, Word, Outlook). Familiarity with CRMs and GDS (e.g., Amadeus, Sabre) is an advantage.



Your Travel Partner



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- **Legal:** Right to work in the country of employment; Kenya willingness to undergo background and reference checks.

Required skills & competencies

- **Excellent communication** (written and verbal) with strong customer service skills.
- **Attention to detail** with the ability to manage complex itineraries and documentation accurately.
- **Organisation and time management** — able to prioritize and manage multiple, time-sensitive tasks.
- **Problem-solving** attitude and the ability to remain calm under pressure.
- **Team player** who can also work independently with minimal supervision.
- **Flexible availability** to respond to time-sensitive enquiries and occasional out-of-hours communication.

Desirable skills & experience

- Knowledge of **adventure tourism, expedition operations, or specific regions** where we operate.
- **Multilingual** abilities (e.g., Spanish, French, and Mandarin) are highly valued.
- Sales-focused with experience meeting targets and upselling packages.
- Certifications such as **IATA, ATOL** awareness, Wilderness First Aid, or guiding qualifications are a plus.

What we offer

- Immediate start within a growing, ambitious company.
- Hands-on role with genuine responsibility and visible impact.
- Supportive team environment and opportunities for professional growth and training.
- Competitive salary and **performance incentives** (details discussed at interview).
- Clear career progression as the product range and team expand.

How to apply

- Send a **cover letter** and **CV** by email to: info@royalstarexpeditions.com
- **Deadline for applications: 26th January 2026**
- Please note: all applications should be submitted via email; no other channels will be accepted.

Royal Star Expeditions Ltd is an equal opportunity employer. We welcome applications from all qualified candidates and look forward to adding a passionate Tour Consultant to our expanding team.