



# Ayman Khoury

Travel Agent at STA Travel

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## Languages

English (Native)

## About

A highly motivated hardworking individual with over 22 years of experience within customer service. Utilises excellent communication and works well under pressure in demanding circumstances having worked regularly with Embassy's in London and arranging services for diplomats and those of higher status. Experienced in banking and handling substantial amounts of cash as a travel money advisor. Available for immediate start.

### BRANDS WORKED WITH

Arab Tours Ltd Family Travel Agency

Tesco Express Romford Tesco Express

Sainsbury's Bank

Tesco

## Experience



### ● Travel money advisor

Sainsbury's Bank | Mar 2018 - Nov 2019

Travel Money advisor for Sainsbury's bank. Handling large sums of cash receiving and selling, card transactions, serving customers face to face, providing advice on currency, working individually and as part of a team, fraud checks, western union transactions.

### ● Travel Agent

| Jan 2003 - Now

- Day to day use on Amadeus Global Distribution System including making bookings for flights and Hotels, issuing tickets, processing refunds, re-issues, and re-validations.
- Managing the company website using WordPress platform, advertising offers, updating fares, context, and picture content, sending offers and seasonal greetings via mailshots to the e-mail database and updating security settings.
- Tracking online requests received through e-mail and the website and responding promptly by e-mail or telephone.
- Invoicing and managing accounts, tracking outstanding payments for monies owed from business clients and embassy's accounts.
- Arranging full trips for Diplomats family travel including flights, hotels, and other specifics such as car hire and entertainment for worldwide travel.
- Gathering data for flight bookings including full customer names, passport information and contact information.
- Composing and preparing itineraries containing essential information such as flight details, check in times, terminal numbers, ticket numbers and ticket rules for customer use and ensuring all details accurate.
- Charging customer cards for transactions in a secure manner using a card terminal
- Filing, tracking daily sales, ensuring appropriate commissions received, handling customer complaints and training new team members.



### ● Retail Assistant/ Cashier

Tesco | Jan 2001 - Jan 2003

- Shop floor assistant including shelving, stacking, recycling, cleaning, ensuring no hazards, assisting and advising customers on products. Cashier role on tills ensuring all cash and change received and dispersed correctly. Bakery duties including cooking rolls and pastries.
- Managing petrol pumps, ensuring no drive offs, and maintaining fore-court safety.
- Working under pressure at rush hour times of the day.
- Training new team members.