

Name of the professional figure
Project/ Product Manager
Where it works
This figure works under the supervision of Head of Tourism Planning in the Tour Operating department
The activities
<ul style="list-style-type: none"> • Creating, coordinating and testing trips and stays . • packaging a product, trip, or vacation through the process of planning and determining its structural characteristics (type and level of services), costs (from the acquisition of services to the printing of any catalogue, up to distribution), and all characteristics in terms of investment for the agency. • Adapting to tailor the proposals following the customers' requests. • Communicating with the correspondents of the destinations or those who will give all the information he (she) needs to build the trip, and also contacts the transportation company and lodging providers of the location where the trips will take place. • Taking field inspection before moving to the negotiation stage with these service providers. During the inspection, the project manager will attempt to establish the best possible prices at which to offer the packages, tests the goods and ensures that the services provided by the suppliers comply with the earlier agreements signed. • Participating in the creation of educational and promotional advertising materials, the continuous update on new market trends and searches for new suppliers.
Qualifications
A degree in Tourism and Hospitality major is an advantage but not a compulsory requirement.
Technical skills
<ul style="list-style-type: none"> • The project manager needs to be knowledgeable about tourist geography, travel laws, travel marketing, and travel psychology • Abilities to study the market and competitive trends, select the destination and itinerary, determine distinctive routes to highlight the diversity of the territory and satisfy the interests of tourists, design integrated tourist itineraries, and formulate various hypotheses for determining the length of the trip and the kinds of services and amenities to be provided to customers. • Need to have many years of experience in the sector working under operating roles to understand how the products are operated in real life. • Ability to produce catalogue trips and travel on demand, the techniques for acquiring transportation and lodging services, accounting processes, and cost analysis are all things this figures must be familiar with and apply.
Computer and linguistic knowledge
This professional figure requires fluent foreign language skills in English (and any other common foreign language). Both writing and speaking skills are essential. He (she) must also possess the appropriate skills to use Office software and any specific software package employed by the company.
Personality and availability
The project manager must be able to organise his (her) work along with the group work. Problem-solving skills and maintaining relationships with customers and suppliers are also important for this job. He (she) needs to be precise, good at handling pressure, but still flexible mentally. Creativity and adaptive characteristics are also important for this position to quickly adjust to unexpected market changes or customer demands. In addition, the availability of work after hours and readiness to travel is also required.