

JOB DESCRIPTION

Job Title:	Specialist Sales Consultant
Reporting to:	Sales Team Leader
Department:	Hotelplan Sales, Nelson House, Farnborough
Direct reports:	None

Company Background

Hotelplan is a large pan-European travel group headquartered in Switzerland, under the ownership of Migros, the leading Swiss co-operative retailer.

In the UK, Hotelplan is a well-established family of award-winning specialist tour operators, Our brands include Inghams, Ski Total, Flexiski, Esprit, Santa's Lapland together based from Farnborough along with specialist adventure Explore, as well as Intravel, based in York, and the Holiday Homes Division including Interhome and Interchalet.

Each of our companies is incredibly passionate about its holidays, and our staff are focussed to ensure that we meet, indeed exceed the expectations of our discerning and loyal customers, many of whom travel with the company time and again.

Our vision is "Creating amazing holiday experiences to be proud of".

Job Purpose

The role demands people with a passion for travel and customer service, who enjoy dealing with people - both inside and outside the business. We hold customers at the heart of what we do and provide an end to end service from the UK to arrival in resort.

You must be committed, flexible and a strong team player, able to work under pressure and manage sometimes complex enquires and holiday costings in a calm, professional and customer/agent friendly manner.

Main Responsibilities and Key Tasks

- Service incoming calls from direct clients and Travel Agents to the highest standard
- Clear understanding of our brand services and offering
- To go above and beyond our Travel Agent and direct customers' expectations
- Clear understanding of guests/agents requirements to meet expectations for our brand to ensure

- Enhancing our guest's holiday experience by offering additional holiday extras/items to reinforce the benefit of booking through us not a competitor.
- Delivering exceptional customer service at all times
- Working closely with other team members to promote a strong team ethic
- Making outbound calls to existing customers and chasing leads to create sales
- Responding quickly, accurately and effectively to sales enquiries
- Checking availability, providing quotes and processing bookings
- To meet sales and service targets
- Awareness of competitors
- Detailed understand of our USP
- Ability to build rapport over the phone and match people with products perfectly is key
- Ability to differentiate between all products available
- Share personal experience on every call – enabled by attending FAM Trips
- Give clarity on guest expectations
- Handle incoming emails and chat function with personalisation and great customer service
- Advise and guide guests on the best holiday to meet their requirements
- Feel comfortable and confident in suggesting other products and destinations to guests
- Be accountable for exceeding guest expectations
- Keep up to date with changes within the programme and current marketing campaigns
- Upselling of extras to enhance the holiday and increase guest satisfaction

Knowledge, Skills & Experience

- Passion/Interest for travel and the travel industry
- Hard working, with excellent attention to detail
- Experience of travelling or resort based experience (desirable)
- Committed to providing excellent customer service
- A good telephone manner with good communication skills
- Professional, friendly, approachable and a good team player
- Passionate about people and the effect they can have within the business
- Desire to develop your career within a large travel business
- Knowledge of European ski resorts (desirable)
- Previous experience in a customer facing/call centre environment
- Excellent standards of Computer literacy
- Strong numeracy skills for calculating quotes

Key Competencies

- Customer Centricity
- Driving results
- Effective communication
- Commercial awareness
- Team working
- Influencing & negotiating

Working Relationships (internal, external, cross-functional, direct reports)

- Product team
- Operations team
- Trade team
- Commercial team

Values

Be Passionate in everything we do
Work together as a United team
Be innovative embracing and driving change
Trusted, open and honest
Stand out and be distinctive

Please note that some travel both within the UK and overseas will be involved, plus weekend shifts at peak periods over weekends and Bank Holidays, as “normal course of business”.

This Position Description is intended to describe the general content and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.