



## **Role Profile**

**Job Title – Full and Part time Reservation Agent**

**Department - Sales**

**Recruiting Manager – Eve Cresswell**

**Number of Roles TBC**

## **Role Purpose**

Reporting to the Sales Managers, the role will undertake handling inbound reservation calls in a fast paced sales environment. You will use your knowledge and expertise to create bookings to meet specific customer needs.

## **Key accountabilities & responsibilities:**

- Selling tailor-made, package holidays and ancillary products.
- Handle inbound reservation calls
- Convert telephone enquiries to sales
- Up sell and cross sell where possible
- Overcome customer objections
- Maximise profit and minimise loss where possible
- Ensure communication to other customer service departments is completed clearly.
- Adhere to company policies

## **Key skills, knowledge and personal attributes required:**

- The ideal candidate will have a minimum of 2 years experience in the travel industry
- Passionate about travel
- Sales driven and customer focused
- Excellent written, communication and organisation skills
- Pro-active problem solver, able to work on own initiative and remain calm under pressure
- Good team player able to work alongside colleagues and share workload
- Self motivated
- Deliver the very highest standards of customer service to ensure repeat business

## **Any additional relevant information:**

- The role will require flexibility to work outside of a 9-5 pattern and will include weekends to support the business needs
- Working week will be scheduled on a roster basis