



## Job Description

**Position:** Travel Consultant.

**Location:** Howard Travel, Trowbridge

### Job Description Overview

To assist the general manager with the day to day running of the store while hitting and exceeding profit targets and maintaining the highest standards of customer service at all times.

### Job Description Detail

- Adhere to the agreed company sales process ensuring the following are followed:
- Respond to client enquires promptly whether by phone, email or face to face.
- Create inspiring travel itineraries' in a friendly and professional manner.
- Capture a detailed brief outlining client requirement
  - Explore opportunities to "add value" to every holiday sale
- Ask for the sale with every client itinerary presented
- To deliver a full booking experience providing an outstanding high level of customer service at every step. Completing all administration and documentation in a timely manner.
- To contribute to company sales targets by achieving and exceeding personal KPIs (Key Performance Indicators)
- To build and maintain extensive knowledge of products and services available to our clients through regular on line training, supplier events and organised company training sessions
- To attend and contribute to weekly and monthly staff meetings
- Handle all customer service complaints quickly and effectively keeping your manager updated at all times, escalating where appropriate.
- Manage discounts to increase profit margins.
- Build and strengthen relationships with key suppliers within the travel industry.
- Collate customer specific feedback ensuring the longevity and reputation of the business.
- Ensure client enquiries are acknowledged within a 24 hour period and all new enquiries to be followed up within 3 working days.
- Uphold the company standards at all times.
- Ensure the store premises are secure at the close of business if the last to leave the store



- To look out for any local marketing opportunities and bring these to the attention of the general manager
- To assist the manager in ordering and replenishing brochures and ensuring window displays promote current offers
- To ensure the store is kept tidy and presentable at all times
- To engage in any operational changes implemented by the general manager
- Any other tasks as directed by the general manager

### **Skills required for the role**

- Sound knowledge and experience of the retail travel industry.
- Working knowledge of an industry standard GDS, preferably SABRE
- Innovation, enthusiasm, drive and ambition.
- Excellent communication skills
- Diplomacy and tact
- Sound judgement with attention to detail
- Strong organisational skills
- Resilience to cope with long hours and pressure at peak times
- A genuine interest in travel

### **Additional duties**

- Some weekend work required
- Occasional overseas travel will be required