

Role title	Travel Consultant
Reports to	Sales Team Leader or Customer Services Team Leader
Working hours	Full time, permanent.
Location	Whitwell-on-the-Hill, near York

Role Purpose

Our primary aim is to deliver the best possible service to our customer throughout their journey and this is the key driver for everyone at Inntravel.

The Sales and Customer Services teams are key to maintaining and improving Inntravel's reputation for providing first class customer service. Delivering expert and personal service, they are responsible for promoting Inntravel's values and beliefs. Ensuring we continually improve enquirer conversion rates, maximise sales and increase repeat bookings.

The Sales team are responsible for selling directly to our customers and offering expert advice across our holidays. Their priority is to provide customers with all information required to guide them to the right holiday choice.

The Customer Services team are the point of contact for all communication with customers, from the time they have booked, until they return from their holiday. The team are able to deal with all general queries and are also responsible for communicating any operational issues to customers.

Both team are responsible for collecting accurate information to ensure we are able to deal with our customers effectively and efficiently. Whilst also managing customer expectations so they clearly understand what to expect at each stage of the journey.

Initially you will focus on either the Sales or Customer Service function, however once you have completed your training you will then move into the other area. Allowing you to work across both teams and provide support during peak periods.

Responsibilities & Tasks

Specific Sales Tasks

- Offering expert advice to our customers, helping to guide them to make the best holiday choice. This includes booking a variety of travel elements such as flights and rail. As a Sales Specialist you will retain ownership of the booking until the firm itinerary has been decided.
- Respond to quotes and sales enquiries in a timely manner, ensuring to follow up on quote to maximise every sales opportunity.
- Manage customers' expectations by ensuring they are clear about what to expect from Inntravel during the reservation and confirmation process. Maintain accurate records of all enquiries, quotes and sales to enable us to process their bookings effectively and efficiently.
- Switching customers to alternative holidays if their first holiday choice is not possible.

Specific Customer Services Tasks

- Keep customers informed about the progress of their booking and advise them once it is all confirmed.
- Contact the customer to obtain any outstanding information if required.
- Book any outstanding elements of the holiday if needed before sending confirmation.
- Respond efficiently and effectively to customer queries and instructions within the agreed timescales.
- Manage customers' expectations by ensuring they are clear about what to expect from Inntravel during the reservation and confirmation process.

- Maintain accurate records of all queries to provide customers with continuity and maximise our efficiency.
- Communicate any operational issues to customers.
- Deal with any issues that arise whilst customers are on holiday and if needed work with the Holiday Operations Team to resolve the issues.

Other Tasks

- Continually enhance product knowledge through personal research, attending product briefings, and overseas familiarisation visits.
- Undertake additional training in central reservation systems, IT, sales and customer service techniques and other relevant areas as required.
- Participate in the Saturday, and customer out-of-hours helpline rotas.
- Assist other departments with any other tasks as required.

Key attributes, skills and characteristics

- A genuine ability and desire to sell and provide the highest standards of customer service.
- An enthusiasm for Inntravel's type of holiday.
- Excellent telephone and inter-personal skills with an ability to work effectively in a team.
- Good written skills.
- Highly motivated and flexible.
- High level of computer literacy and numeracy.
- Keen eye for detail and an ability to work swiftly and accurately under pressure.

Inntravel company background

Established in 1984, Inntravel is a widely respected, leading provider of 'at your own pace' self-guided walking, cycling and other activity holidays across Europe. Innovative, paying meticulous attention to detail, and delivering the highest standards of personalised customer service, a team of over 60 staff work from idyllic offices in rural surroundings near York.

Inntravel was for many years a family-owned business, and it retains a strong sense of independence and autonomy. Since 2008 the company has been an integral part of the well-established Hotelplan UK family of specialist tour operators, which includes Inghams, Esprit, Santa's Lapland, Flexiski and the adventure travel experts Explore Worldwide. Hotelplan is a pan-European travel group headquartered in Switzerland, under the ownership of Migros, the leading Swiss co-operative retailer.

Inntravel – inspiring individual discovery
Expertise through knowledge and experience
Respect for the places and people we work with
 Embracing **individuality** and **creativity**
Trust through openness and integrity
 Shared **enthusiasm** and **pride** in all we do

This Position Description is intended to describe the general content of 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.