

# Inntravel

## The *Slow Holiday* people

### **Job Description:**

#### **TRAVEL CONSULTANT**

**Reports to:** Sales Team Leader or Customer Services Team Leader

**Location:** Whitwell-on-the-Hill, near York

**Working Hours:** Full time, permanent

### **Job Purpose**

**Our primary aim is to deliver the best possible customer service throughout the customer 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. Dealing with customers by telephone, email and occasionally in person, they deliver expert, personal and timely service. They are responsible for promoting Inntravel's values and beliefs to customers and enquirers to ensure we continually improve enquirer conversion rates, maximise sales and increase repeat bookings. The focus is on team working and providing customers with continuity throughout their contact with Inntravel.

The Sales team are responsible for selling directly to our customers and offering expert advice across the full range of Inntravel holidays. Everyone should be familiar with the full holiday range and the processes involved in selling them. Their priority is to provide customers with all information required to guide them to the right holiday choice. They are responsible for maximising the sale of Inntravel's holidays and associated services (e.g. travel insurance etc.).

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. All members of the team are able to deal with processing and answering general queries across the full range of Inntravel holidays. They are also responsible for communicating any operational issues to customers.

Both teams are responsible for collecting and recording accurate and complete information, ensuring we are able to deal with customers effectively and efficiently throughout the customer journey. The teams are also responsible for managing customer expectations to ensure they clearly understand what to expect at each stage of the journey.

Initially, new team members will focus on either the Sales or Customer Services function. Then, having gained a required level of competency, they will receive training in the other area to ensure they have the skills and knowledge required to be able to work competently in either team.

### **Main Responsibilities and Key Tasks**

#### **Specific Sales Tasks**

- Offer expert advice about Inntravel's holidays, travel options and availability, helping to guide the customer into making an appropriate holiday choice. This includes booking travel elements, such as flights and rail, on which the feasibility of a holiday is dependent. The Sales Specialist will retain ownership of a booking until a firm itinerary has been decided, feasibility is established and a deposit taken.
- Provide timely responses to requests for quotes and sales enquiries. Follow up quotes and enquiries to ensure we 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 up-to-date, accurate and comprehensive records of all enquiries, quotes, sales, and all communications relating to them, to ensure we are able to provide customers with continuity and maximise our efficiency.
- Request and record all necessary information from customers to enable us to process their holiday booking effectively and efficiently. All personal customer information must be recorded and used in accordance with Inntravel's Data Protection obligation.
- Switch sell to other holiday if, during the reservation process, availability issues mean the customers' 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 required before the written confirmation for their holiday can be prepared.
- Book any outstanding elements of the holiday which require confirming before written confirmation can be prepared.
- 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 up-to-date, accurate and comprehensive records of the booking, and all communications relating to it, to ensure we are able to provide customers with continuity and maximise our efficiency.
- Communicate to customers any operational issues which result in the necessity to make changes to their confirmed itinerary, prior to the start of their holiday.
- Deal with issues arising whilst customers are on holiday and, where necessary, work with colleagues in the Holiday Operations Team to establish solutions to these issues.

### **Other Tasks**

- Continually enhance product knowledge through personal research, attendance at 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 with Sales and Customer Services administrative tasks as and when required
- 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, willing to work outside 0900-1730hrs norm.

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 70 staff work from idyllic offices in rural surroundings near York. In 2017 the company achieved annual turnover of almost £20m from a loyal base of UK customers (two-thirds of whom have booked previously) and a rapidly increasing number of international customers.

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, Ski Total, Esprit, Santa's Lapland, Regal Dive, 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.*