



Seasonal Reservations Sales Consultant

We are looking for enthusiastic individuals to join our Reservations Team. This role will demand motivation and a proactive approach to produce results within a well-established business

Department	Reservations
Reporting to	Reservations Manager
Location	Mountain House, Station Road, Godalming Surrey GU7 1EX
Salary	OTE £18,000-21,000 pro rata
Background to the role	<p>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.</p> <p>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.</p>
Responsibilities / What is expected	<p>Key responsibilities will include:</p> <ul style="list-style-type: none">• Handling incoming calls from direct clients and Travel Agents• To go above and beyond our Travel Agent and direct customers' expectations• Enhancing our customer holiday 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• Responding quickly, accurately and effectively to sales enquiries• Checking availability, providing quotes and processing bookings
The Candidate	<p>Specific <u>skills, experiences and qualities</u> we are looking for from the ideal candidate:</p> <ul style="list-style-type: none">• 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
Why work for us?	<ul style="list-style-type: none">• Generous Holiday concessions + 10% Friends and Family discount• Christmas and Summer parties & Regular Sports and Social events• Great incentives and prizes• Un capped commission earnings and paid overtime potential•

Please send your CV and covering letter to salesjobs@hotelplan.co.uk