

Unit 4 – People in organisations

Job Applications and Interview – Appendix C

Task 1b – Vacancy Information

ADVERTISEMENT (Job Ref: 225)

Travel Consultant

Location: London

Salary: £12,071 - £12,500 + Commission, Bonus + Benefits

Job type: Full time/permanent. 5 days per week between Monday - Saturday 37.5.

Working hours are 0900 -17:30

This is an exceptional opportunity working for a growing travel agency who are passionate about delivering first class customer service and finding the perfect holidays to match their clients' requirements.

Working as a Travel Consultant the purpose of this role will be to increase Company profitability and reputation whilst providing the best possible service to clients.

Please submit your CV with a covering letter via email to:

Lucy Smith lsmith@travelwell.com

Closing date for receipt of applications is :



JOB DESCRIPTION

Travel Consultant

Location: London

Job type: Full time/permanent. 5 days per week between Monday - Saturday 37.5.

Working hours are 0900 -17:30

Main responsibilities include:

- To provide the best possible customer service, responding to all clients promptly and courteously and in a friendly manner.
- To resolve customers' problems and complaints efficiently and sensitively.
- To generate and increase sales by applying effective selling techniques.
- To sell appropriate 'add-ons', insurance, currencies etc., and ensure clients have the correct documentation for their travel, eg. passport, visa.
- To monitor bookings throughout the day, ensuring problems do not occur.
- To advise the Branch Manager of non-payment of balance.
- To advise the Branch Manager of complaints.

PERSON SPECIFICATION

Travel Consultant

Location: London

Job type: Full time/permanent. 5 days per week between Monday - Saturday 37.5.

Working hours are 0900 -17:30

Candidates must have the following skills/experience:

- Prior experience within a travel retail environment is desirable but not essential
- Experience in a customer focused role desirable but not essential
- Maths (GCSE Pass or equivalent)
- English Language (GCSE Pass or equivalent)
- Basic computer literacy
- Able to work as part of a team and work on own initiative

