

# Elegant Resorts

Exclusively Elegant Travel since 1988

## ROLE PROFILE

<b>Job Title:</b> Arabic Speaking Travel Consultant		<b>Date role profile reviewed:</b> May 2018
<b>Reports to:</b> General Manager		<b>Department / Business Area:</b> ERME – Elegant Resorts - Dubai
<b>Role Purpose:</b> Demonstrate outstanding client service and by using highly developed communication and influencing skills, guide our clients to the ideal holiday experience.		
ACCOUNTABILITIES		
Key Result Areas (+%)	Key Tasks	Performance Indicators/metrics
<b>Communication &amp; Administration</b> 85%	<ul style="list-style-type: none"> <li>• Liaise with overseas Arabic &amp; English speaking clients</li> <li>• Handle all enquiries related to sales and after sales</li> <li>• Identify clients' needs and propose products that meet the needs and expectations of the client</li> <li>• Respond and follow up all clients requests. Deliver concise and accurate information to clients</li> <li>• Explain to clients the role of our Personal Assistants</li> <li>• Volunteer product knowledge to enhance the service provided to clients</li> <li>• To complete all details of the clients holiday within relevant systems ensuring that data required for all systems is entered accurately and consistently</li> <li>• Store accurate information relating to clients</li> <li>• Ensure quality control procedures are maintained and continually improved</li> <li>• Maintain and improve individual and team product knowledge</li> <li>• To represent the company at client events</li> <li>• Provide Emergency Cover outside office hours as required</li> <li>• Develop product knowledge by participating in relevant FAM trips and undertaking independent visits as necessary</li> <li>• Ensure throughout the clients journey that they are aware of the benefits of travelling with</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from clients and Sales Manager on performance and service levels</li> <li>• Accuracy of processing information</li> <li>• Teamwork</li> <li>• Willingness to attend product training and out of hours presentations</li> <li>• Willingness to attend client events, client visits and educational trips</li> <li>• Excellent relationships across the business</li> </ul>

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<b>Profit 15%</b>	<ul style="list-style-type: none"> <li>• Ensure sales opportunities are maximized</li> <li>• Proactively suggest up sell options that would be to the benefit of the client</li> <li>• Responsible for final document checks before sending out to client</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of goals and targets</li> </ul>

## PERSON SPECIFICATION

<b>CAPABILITIES PROFILE – leadership, management or personal skills/knowledge, qualities</b>	
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Client and service focussed</li> <li>• Ability to work under pressure</li> <li>• Well presented</li> <li>• Positive and helpful attitude, good ambassador for the business</li> <li>• A courteous and friendly manner</li> <li>• Adaptable to change</li> <li>• Outstanding communication skills, verbally and written</li> <li>• Good administrative and numerical skills</li> <li>• High level of personal organisation, time management and work load prioritisation</li> <li>• Ability to work well in a team and under own initiative</li> <li>• Enthusiastic</li> <li>• Self motivated</li> <li>• High level of accuracy and attention to detail and professional presentation of all documentation</li> <li>• Problem solving</li> <li>• Conscientious and demonstrates integrity.</li> <li>• Results orientated with a focus on high quality and business profit</li> <li>• Strong understating of world geography and destination knowledge</li> </ul>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Previous sales experience</li> <li>• Luxury tour operator experience</li> <li>• Proven customer service experience</li> <li>• Good, fast decision maker</li> </ul>
<b>CAPABILITIES PROFILE – technical skills/knowledge</b>	
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Fluency in Arabic (written/spoken)</li> <li>• Excellent command of English – written and spoken</li> <li>• Highly developed grammatical, language and numerate skills</li> <li>• Good working knowledge of Microsoft, especially Word and Outlook</li> <li>• Intermediate booking and processing skills</li> <li>• Travel industry experience</li> </ul>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience with travel related systems</li> <li>• Strong experience and knowledge of selling nett fares, air passes, RTW fares and re-issues</li> <li>• Excellent knowledge of GDS, preferably Galileo</li> </ul>

<b>EXPERIENCE &amp; TRACK RECORD</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Client service background</li> <li>• Previous experience in administration</li> <li>• Excellent travel industry and worldwide travel knowledge</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Previous experience in administration</li> <li>• Well travelled</li> <li>• experience within tour operations</li> </ul>
<b>QUALIFICATIONS, TRAINING, PROFESSIONAL MEMBERSHIPS or ACCREDITATIONS</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Educated to Degree level or possess extensive relevant experience</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Attended product related training sessions previously</li> </ul>
<b>ORGANISATIONAL INFORMATION</b>	
<b>Direct reports:</b> Non <b>Interfaces with:</b> Numerous other departments throughout Elegant Resorts and wider Al Tayyar Group	<b>Based:</b> <ul style="list-style-type: none"> <li>• Dubai and when required UK Head quarters. Additional international travel as required</li> </ul>