

Elegant Resorts

Exclusively Elegant Travel since 1988

ROLE PROFILE

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

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

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

EXPERIENCE & TRACK RECORD

Essential:

- Client service background
- Previous experience in administration
- Excellent travel industry and worldwide travel knowledge

Desirable:

- Previous experience in administration
- Extensive experience within tour operations

QUALIFICATIONS, TRAINING, PROFESSIONAL MEMBERSHIPS or ACCREDITATIONS

Essential:

- Educated to Degree level or possess extensive relevant experience

Desirable:

- Attended product related training sessions previously

ORGANISATIONAL INFORMATION

Direct reports: Non
Interfaces with: Numerous other departments throughout Elegant Resorts and wider Al Tayyar Group

Based:

- Chester and when required Dubai office. Additional international travel as required