

JOB DESCRIPTION

Position:	Reservations Consultant
Reporting to (title):	Reservations Manager
Department:	Sales Department
Division:	Sales Division

MAIN RESPONSIBILITIES

- To proactively sell Carrier Holidays to our clients providing exemplary customer service at all times
- To actively work with your team by demonstrating a positive example, and carry out designated tasks as requested by your Reservations Manager
- To attend supplier training sessions, plus on-going delivery of accurate product information as a result
- To ensure any impact on sales issues you uncover, are always referred to your Reservations Manager, to be solved together. Where relevant to also refer to the Assistant / Head of Reservations
- To ensure that training needs are met in consultation with your Manager
- To keep yourself up to date with the latest trends within your market place
- To assist your team with any queries they have on a day to day basis
- Provide support and assistance for other teams when necessary

OBJECTIVES OF ROLE

- To achieve your individual sales and margin targets – monthly and annually
- To ensure that you assist your team to achieve the monthly financial targets
- To work as a valued member of the team and assist colleagues in their absence
- To maintain your own personal level of expertise, both technical and product knowledge
- To assist the Manager to reduce errors year on year for your team contributing towards a financial reduction for the entire department
- To report and assist to solve all impact issues for your geographical area
- To ensure that you are asking for the sale at every available opportunity – and to accept coaching and feedback to help achieve same

REQUIREMENTS

Job related skills and knowledge

- Knowledge of the Dolphin reservations system
- Recent excellent working knowledge of GDS – preferably Galileo
- An awareness of the current travel marketplace
- Commercial understanding
- Excellent communication and interpersonal skills
- Ability to demonstrate experience of working within a team preferable
- Proven strong sales skills and ability to hit targets
- Personal knowledge/experience of destinations relevant to a specialist team

Personal skills and behaviour

- Positive attitude
- The desire to achieve
- Good at planning and organising own time without supervision, whilst able to meet deadlines and targets
- The ability to communicate clearly and accurately both verbally and in writing
- Approachable manner with both colleagues and clients
- Willingness to learn new skills and adapt to change
- Demonstrate excellent attention to detail