

CARRIER

Luxury Travel Designer

Based in Carrier's Alderley Edge office, Cheshire

THE COMPANY

Established in 1980 and with royalty and celebrities amongst our clients, Carrier's discreet, attentive and bespoke service is held in the highest regard. Carrier curates exceptional luxury travel experiences designed to fulfil the desires, dreams and goals of our clients; experiences so bespoke you won't find them anywhere else. The client's every need, every preference and every whim is catered for, no request is too small and no challenge too big.

THE ROLE

Working from Carrier's Cheshire office, the successful candidate will be responsible for managing the travel requirements of luxury clients.

New leads and enquiries are generated by national marketing campaigns and business development activities. Clients can contact Carrier via various booking channels including telephone, online enquiry, email or live-chat.

Local clients can also arrange consultations in person with private appointments available in our high street boutique, located in the same premises as the office.

You will have a passion for luxury travel and we will build on your destination knowledge by showing you the world. Your client base will grow as you provide a service so impressive, clients can't keep it a secret resulting in repeat bookings and referrals. Put simply, you will create exceptional luxury travel experiences.

With access to a global product range, via both our in-house tour operator and third party suppliers, your clients will travel to experience the best of world.

This is a luxury travel role like no other.

RESPONSIBILITIES

- Create exceptional luxury travel experiences tailored to client's individual needs
- Manage enquiries generated by our marketing campaigns in multiple channels (telephone, online enquiries, live-chat or face to face appointment)
- Develop deep client relationships ensuring you look beyond their travel arrangements to understand and anticipate their needs

- Proactively manage regular communication with clients
- Develop a client database through networking, collaborations, events, social media and referrals
- Enhance your knowledge of luxury travel by attending supplier launches & events and travelling on overseas familiarisation trips
- Achieve monthly sales and service targets
- Manage all aspects of client interaction throughout the customer journey (enquiry, post-booking concierge, in resort, on return)

REQUIREMENTS

- Considerable experience gained at a luxury tour operator (or other luxury travel business)
- A track record of developing exceptional clients relationships
- A deep understanding of the luxury landscape and customer; an innate ability to deliver exceptional service
- A genuine passion for travel; well-travelled with excellent worldwide destination knowledge
- A strong team player, supportive of others and demonstrating flexibility
- Commercially astute and motivated to achieve personal targets
- Excellent communication skills (written and verbal), organisational skills and strong attention to detail
- Proficient in Microsoft office including Outlook, Word and Excel programs
- Proficient in Galileo; knowledge of tour operator reservations systems Dolphin is desirable

PACKAGE

- Excellent base salary
- Uncapped performance related earnings (based on personal sales)
- Minimum two luxury overseas familiarisation trips per year
- 23 days annual leave (increasing to 27 with length of service)
- Company mobile phone and laptop
- Further company benefits include discounted travel, company pension scheme, flexible working hours, cycle to work scheme and unpaid leave entitlement

APPLICATIONS

Please send CVs to boutique manager caroline.hutchinson@carrier.co.uk for consideration.