

## Customer Experience Concierge - Homework UK Wide

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Company: Succeed Recruitment

Location: United Kingdom

Category: office-and-administrative-support

## Customer Experience Concierge - Homework UK Wide

Salary and benefits £25,000 to £30,000 plus incentives & excellent benefits Contract length Permanent, Full time Locations UK wide and home-based

### Locations

**Customer Experience Concierge - Homework UK Wide** is available in the following locations:

Home-based

England

Bedfordshire

Berkshire

Bristol

Buckinghamshire

Aylesbury

Cambridgeshire

Cambridge

Peterborough

Cheshire

Chester

Cleveland

Cornwall

County Durham

Durham

Cumbria

Derbyshire

Devon

Exeter

Plymouth

Dorset

East Sussex

Brighton

Essex

Gloucestershire

Cheltenham

Gloucester

Greater London

Central London

Greater Manchester

Manchester

Hampshire

Portsmouth

Southampton

Herefordshire

Hertfordshire

Humberside

Hull

Kent

Lancashire

Lancaster

Preston

Leicestershire

Lincolnshire

Merseyside

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Middlesex

Norfolk

Norwich

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Northumberland

North Yorkshire

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Oxfordshire

Oxford

Shropshire

Somerset

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Taunton

South Yorkshire

Sheffield

Staffordshire

Stoke-on-Trent

Suffolk

Surrey

Tyne and Wear

Newcastle-upon-Tyne

Warwickshire

West Midlands

Birmingham

Coventry

West Sussex

West Yorkshire

Bradford

Halifax

Leeds

Wakefield

Wiltshire

Salisbury

Swindon

Worcestershire

Redditch

Worcester

Wales

Caernarfonshire

Cardiganshire

Carmarthenshire

Clwyd

Wrexham

Denbighshire

Dyfed

Flintshire

Glamorgan

Cardiff

Swansea

Gwynedd

Mid Glamorgan

Monmouthshire

Newport

Pembrokeshire

Powys

Scotland

Aberdeenshire

Aberdeen

Angus

Dundee

Argyll and Bute

Ayrshire and Arran

Banffshire

Berwickshire

Caithness

Clackmannanshire

Dumfries

Dunbartonshire

East Lothian

Fife

Inverness-shire

Inverness

Lanarkshire

Glasgow

Midlothian

Edinburgh

Moray

Nairn

Perth and Kinross

Perth

Renfrewshire

Stirling and Falkirk

Sutherland

West Lothian

Western Isles

Wigtown

Northern Ireland

Belfast

**Our client is the ultimate tailor-made holiday company, offering luxury, bespoke travel itineraries using their unique blend of first-hand destination expertise, services, and superb relationships with their carefully selected travel partners.**

They're now looking for customer focused travel industry professionals to join their growing team as a Customer Experience Concierge. Successful candidates will be responsible for the delivery of an exceptional concierge service to our client's customers and will be responsible for providing day-to-day sales, operational, and administrative support to the sales team and customers, playing an integral part in the overall performance and achievement of our client's targets. You'll be working in a fast-paced environment, will need a keen eye for detail and be

willing to help and assist in any way you can.

In return, our client can offer fully homebased working, a competitive salary of up to £30k DOE plus incentives and other great travel industry benefits.

If this role is of interest to you, please contact us for a confidential chat, or apply online.

**Role of Customer Experience Concierge:**

Handle all post-booking customer service queries promptly and accurately, ensuring that customers always receive a high level of service.

Action flight schedule changes, ensuring all other booking components are updated accordingly.

Issue any document changes to customers, due to an amendment, cancellation, flight schedule change or notification regards to a booking.

Support with administration of customer bookings including invoicing and documentation.

Monitoring of and responding to Trustpilot customer reviews.

Managing formal customer complaints to resolution in line with ABTA guidelines.

Supporting the delivery of exceptional Customer Service which is measured through customer satisfaction ratings and positive reviews through Trustpilot, Google and Review Centre.

Manage customer reviews and respond in line with internal processes and procedures.

**Skills required for the role:**

Proven experience in a similar role within the travel industry.

In depth travel industry product knowledge.

Excellent communication skills, both verbal and written.

Strong customer focus and empathy

Exceptional attention to detail and organisational skills

Able to work in a fast-paced environment

Strong problem-solving skills.



If you're interested in learning more about this Customer Experience Concierge opportunity, please contact us today for a confidential chat or press the apply online button now!

[Apply Now](#)

#### Cross References and Citations:

1. Customer Experience Concierge - Homework UK Wide [CiviljobsJobs United Kingdom Civiljobs](#)
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