

Service Excellence Advisor

[Apply Now](#)

Company: Belmond

Location: United Kingdom

Category: other-general

As a Service Excellence Advisor for Belmond Trains & Cruises, you are part of a team that makes every journey and stay with Belmond unique and legendary for each guest. In this role, you will be responsible for owning all steps of the post-reservation process, from follow-up tasks, customer queries through to ensuring all details are correct and ready for the customer. Based at Central Reservations in London, and reporting to the Contact Centre Leader, this is an exciting opportunity for a dynamic individual with a passion for excellence and storytelling in travel, a strong cultural awareness and an unswerving approach to maintaining standards. If you're looking to develop your skills and be part of a legacy of luxury, this is your moment.

Primary Responsibilities Include:

Diligently, accurately and in a timely manner ensuring all post-sales activities are fulfilled, including ensuring payments are taken, questions answered and tickets and relevant documentation delivered.

Responding to customer queries through calls and emails as well as ensuring requests from internal stakeholders are completed.

Treating every interaction in a professional yet conversational, natural and warm manner.

Meeting SLA targets such as response times, case/queue management and case classification accuracy in Salesforce Omnichannel.

Upselling: treating every customer interaction as an opportunity to enhance the guests stay by suggesting add-ons such as upgrades, transfers and experiences.

Requirements

What You Bring:

1-2 years relevant experience within a similar role.

A diploma or relevant certificate from a recognised tertiary educational institution.

Expertise in all systems required to carry out day-to-day tasks, such as HMS, Travel Studio, Salesforce Omnichannel and InfoHub.

Exceptional communication, administrative and customer-service skills.

Flexibility to work shifts, weekends and public holidays.

At all times, you will embrace and deliver the Vision of Belmond and strive towards the companys strategy of being the worlds most desirable luxury travel brand.

Benefits

What We Offer:

At Belmond Trains & Cruises, we pride ourselves on fostering a culture built on kindness, active listening, and genuine connections with our colleagues and guests. We offer a comprehensive range of compensation, perks and benefits including:

Hybrid working system- three days in the office and two days working from home

Enhanced maternity and paternity pay

Group Income Protection & life insurance.

Pension fund.

Discover Belmond programme

We strive to create an environment where our employees can thrive both personally and professionally. With a commitment to your ongoing development, you'll have the opportunity to learn and grow alongside some of the most talented individuals in the industry. Join us and be part of creating unforgettable moments for our guests, communities, and each other.

This is your moment. Apply today!

About Us

Belmond Trains & Cruises whisk guests away on evocative adventures across land and water. The legendary Venice Simplon-Orient-Express journeys between captivating European cities. Sister train British Pullman runs lavish day excursions around the UK from London. Royal Scotsman offers thrilling escapes in the Scottish Highlands. Eastern & Oriental Express connects ancient wonders and cosmopolitan cities in Southeast Asia. On the water, Les Bateaux Belmond luxury barges cruise through Burgundy, Champagne and Provence.

The Belmond & LVMH Family

We are proud to be part of LVMH and the Belmond global collection of iconic hotels, trains and river cruises, all creating exceptional experiences worldwide. When you join the Belmond Trains & Cruises division, you join a global family of history-rich hotels and breathtaking destinations, where our employees are at the heart of the Belmond experience.

[Apply Now](#)

Cross References and Citations:

1. [Service Excellence Advisor Nzjobscentral Jobs United KingdomNzjobscentral](#) ↗
2. [Service Excellence Advisor Beijingjobs Jobs United KingdomBeijingjobs](#) ↗
3. [Service Excellence Advisor HongkongjobsJobs United KingdomHongkongjobs](#) ↗
4. [Service Excellence Advisor PhpjobsJobs United KingdomPhpjobs](#) ↗
5. [Service Excellence Advisor ProtectiveservicejobsJobs United Kingdom Protectiveservicejobs](#) ↗
6. [Service Excellence Advisor MadinahjobsJobs United KingdomMadinahjobs](#) ↗
7. [Service Excellence Advisor Munichjobs Jobs United KingdomMunichjobs](#) ↗
8. [Service Excellence Advisor TelecomjobsJobs United KingdomTelecomjobs](#) ↗
9. [Service Excellence Advisor SearchaustralianjobsJobs United Kingdom Searchaustralianjobs](#) ↗
10. [Service Excellence Advisor Recruitmentjobs Jobs United KingdomRecruitmentjobs](#) ↗



11. Service Excellence Advisor [Newyorkcityjobs Jobs United KingdomNewyorkcityjobs](#)



12. Service Excellence Advisor [Searchamericanjobs Jobs United Kingdom](#)

[Searchamericanjobs](#)

13. Service Excellence Advisor [Findlocaljobs Jobs United KingdomFindlocaljobs](#)

14. Service Excellence Advisor [Iraqjobs Jobs United KingdomIraqjobs](#)

15. Service Excellence Advisor [Jobspakistan Jobs United KingdomJobspakistan](#)

16. Service Excellence Advisor [Makkahjobs Jobs United KingdomMakkahjobs](#)

17. Service Excellence Advisor [KenyajobsJobs United KingdomKenyajobs](#)

18. Service Excellence Advisor [Managerjobsnearme Jobs United Kingdom](#)

[Managerjobsnearme](#)

19. Service excellence advisor [Jobs United kingdom](#)

20. AMP Version of Service excellence advisor [Jobs United kingdom](#)

21. Service excellence advisor [United kingdom Jobs](#)

22. Service excellence advisor [JobsUnited kingdom](#)

23. Service excellence advisor [Job Search](#)

24. Service excellence advisor [Search](#)

25. Service excellence advisor [Find Jobs](#)

Source:<https://uk.expertini.com/jobs/job/service-excellence-advisor-united-kingdom-belmond-fb78c4fa20/>

Generated on: 2024-05-03 by [Expertini.Com](#)