

## Travel Consultant - Southsea

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Company: Hays Travel

Location: Hampshire

Category: other-general

### Job description

#### **Competitive salary with unlimited bonus potential.**

We are looking for experienced Travel Consultants to join our successful teams in our branches.

You will have excellent product knowledge, questioning and listening skills to help our customers plan, choose and successfully book their holidays.

Working as part of a team you will drive business through social media, events and maintaining relationships with existing customers.

Our customers are at the forefront of everything we do so exceptional customer service experience is required.

#### **What will be your key responsibilities?**

Build and maintain relationships with customers

Identifying and meeting customers' needs

Use social media to promote offers, generating customer engagement and sales leads

Participating in promotional events and activities to increase exposure of the branch

Achieving individual and team sales targets

Assisting with the day-to-day operation of the branch

Willingness to participate and deliver training appropriate to own development

Effectively performing administrative duties and follow processes accurately

### **What competencies we are looking for?**

Ability to work towards individual Travel Consultant targets and team sales targets

Excellent communication skills and customer service experience

Good accuracy and numerical skills

Enthusiasm and positive attitude with a commitment to contribute to the growth of the business

Competent IT Skills

### **What experience we are looking for?**

At least 1 year experience as a Travel Consultant

A proven sales record

Passionate about travel and tourism

Excellent travel product knowledge with a good working knowledge of tour operator systems

Good sales and presentation skills

Customer focussed

Problem solving

Team player

Good organisational and time-management skills

Excellent communication skills

A recognised travel qualification (desirable)

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