

Job Title: Holiday Services Advisor - Leading Travel Company.

Location: HF Holidays Ltd, Catalyst House, 720 Centennial Park, Centennial Ave, Elstree, Borehamwood, WD6 3SY

Nearest tube stations are Edgware and Stanmore.

Contract: Permanent Contract.

Hours of work: 37,5 per week, 9.00am to 5.30pm Monday to Friday, with 1 Saturday in every 4 weeks - 9.00am to 1pm (paid at time and half).

Salary: £18,500 - £19,125, depending on experience.

Job brief:

We are looking for a committed individual with an interest in travel to join our lively team. The role of the **Holiday Services Advisor** is primarily about managing our guest communications to provide a high quality of customer service.

Between handling enquires via incoming calls, general administrative tasks, updating customer accounts and dealing with correspondence, the Advisor is in the front line of client communication.

A professional understanding of what makes first-class customer service is also important, as are flexibility, multi-tasking and problem-solving skills.

The roles' responsibilities include but not limited to:

- Providing a focused and friendly service to all guests when handling a range of enquiries by telephone and email
- Preparing and sending first and final dispatch documents
- Processing incoming and outgoing mail
- Maintaining secure, efficient and accurate filing systems
- Scanning incoming documentation and actioning or distributing appropriately
- Maintaining an acceptable level of product knowledge by keeping up-to-date with product developments
- Other administrative duties as and when required

Requirements:

- Experience in a similar role is essential.
- A passion for providing an efficient and courteous customer service
- Excellent telephone manner
- Strong written and oral communication skills
- Attention to detail
- Strong IT skills
- The ability to quickly and accurately enter information, produce documentation
- Enthusiastic team player who is organised and reliable
- Able to work under pressure and reach deadlines as a good multi tasker
- A friendly and approachable personality is an absolute must.

About the company:

HF Holidays is an Award-Winning Travel and Hotel Company and the UK's largest Walking & Outdoor holiday provider.

We own and operate 18 UK Country House Hotels and inspire our guests to travel to six continents around the World.

Our story began in 1913 and we currently employ a team of around 500 and specialise in providing Walking holidays in the great outdoors in the UK, Europe and Worldwide.

Looking after our guests and team is at the heart of everything we do, and our mission is to provide shared holiday experiences which inspire friendship, fun and an active enjoyment of the great outdoors. Because, we believe that among the things that matter most in today's busy world is an appreciation of natural beauty, a love of the open air, and the joy of fellowship with one another.

We aim to achieve our vision by applying the following values:
Trusted, Collaborative, Exceptional Experiences, Ownership, Inspiring, Passionate and Fun.

Package:

- Competitive salary.
- 1-week free holiday at any of our Country House Hotels for you and your Family.
- + Plus up to £50 for travel support.
- Free carparking.
- Free Professional Training and development courses with ongoing in-house support.
- Discount to the Gym.
- Cycle to work scheme available.
- 28 holidays inclusive of Bank Holidays rising to 33 after 2 years.
- Discount at outdoors Equipment Stores.
- Discounts on our holidays throughout the world.
- Discounts on our holidays for Friends and Family.
- Unique opportunity to explore the Great Outdoors.

For more information please visit our website: www.hfholidays.co.uk

This is a great opportunity to work for the "Best UK Tour Operator", so if you feel you have the desire and skills necessary to succeed, we want to hear from you.

To apply please send your CV to: recruitment@hfholidays.co.uk

For more details please call: 07864923665