

Job Title: Reservations Consultant - Leading Travel & Hospitality 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: 39,5 per week, on a shift basis:
3 days per week from 9am - until 5.30pm,
2 days per week from 10.30am - until 7pm,
every second weekend from 9am - until 1pm, on either a Saturday or Sunday.

Salary: £21,000 - 22,000

Job brief:

We have an exciting opportunity for a Reservations Consultant to join our busy Call Centre.

The main purpose of this role is to deal with customer bookings and queries in a professional manner.

The successful candidate will be able to accept ownership for effectively solving customer issues, complaints and enquiries; keeping customer satisfaction at the core of every decision and behaviour.

The roles' responsibilities include but not limited to:

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication "scripts" when handling different topics
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- Sell holidays and seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by going the extra mile
- Respond to emails and assist customers on our website via Live Chat
- Frequently attend brochure launches and educational briefings to improve knowledge and performance level
- Meet personal and team qualitative and quantitative targets

Requirements:

- Previous experience in a similar position in a Call Centre with a Travel Company is a MUST
- Excellent Customer support skills
- Strong written and verbal communication skills along with active listening
- Ability to multi-task, set priorities and manage time effectively
- Strong sales skills
- Customer focus and adaptability to different personality types
- Bubbly personality, driven, committed and team player
- A genuine passion and interest for Travel
- Flexibility in working hours, availability at weekends.

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.
- 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