



Abbey Ireland & UK,
67 Shandwick Place, Edinburgh, EH2 4SD, Scotland
Tel: +44 131 656 5900
Web: <https://www.abbeygroup.ie/>

THE COMPANY:

The Abbey Group is an established and fast growing Destination Management company with offices in Dublin, and Edinburgh with a turnover of 95 million in 2019 specialising in B2B sales to the international travel trade in both Groups and FIT. The UK operation is head quartered in Edinburgh with a turnover of 30 million.

The Group has four divisions specialising in specific types of inbound tourism

- Conferences & Events
- Group Tours
- Individual & Online Travel
- Incentive & Luxury leisure travel

Due to the ongoing expansion of our business, we are seeking an experienced, Customer Care Executive with a proven record of accomplishment in handling leisure groups from European or North American and Long Haul markets.

The company offers a competitive salary along with company bonus scheme and benefits package. This role is an exciting opportunity for a candidate who has strong organisational skills, capable of handling and operating a large volume of groups with excellent customer care focus who is looking to develop their career in a fast growing travel company.

Some international travel may be required and will be in compliance with the company's Business Travel Policy.

WHY WORK FOR US:

- Progressive Company
- Learning and Training opportunities.
- Active Social Committee and Green Team including free events throughout the year
- Deloitte Best Managed company for 11 consecutive years
- Hybrid/blended working option available
- Contribution towards pension/health plan
- Employee Assistance Programme

TITLE OF VACANCY:

Customer Care Executive Leisure Groups

CORE DUTIES INCLUDE:

- Provide the full Account Handling/Customer Services function for leisure groups. The key to this is to ensure that groups are being operated to the highest customer care standard. Timely and professional communication with clients. Meeting deadlines, optimizing margins and while operating a large volume of groups in multiple markets.
- Margin optimization through upselling.
- Full utilisation of the Tourplan NX to generate all client and supplier communication, also ensuring that the confirmed proposal is accurately reflected in Tourplan thereby facilitating a smooth and accurate accounting process.
- Develop and maintain sustainable relationships with clients and suppliers.
- Developing relationship with guides and securing guides to each leisure group.
- Quoting of ad hoc group and series business as and if required.
- Meeting/visiting clients as appropriate and if required.
- Attending Trade shows as appropriate and if required.
- Participation in the 24 hour on- call rota for UK leisure groups.
- Assisting the Abbey Group with its environmental and responsible tourism initiatives
- Any other duties as assigned by your manager or director and this could be in another department within Abbey Ireland & UK.

EDUCATION & QUALIFICATIONS:

- Relevant degree qualification in Languages, Business or Tourism - desirable but not essential.
- Very good knowledge of MS Office.

Experience and essential requirements:

- Tour plan NX knowledge a distinct advantage
- Working experience with groups or at DMC distinct advantage
- Good knowledge of the UK-wide tourism industry products essential
- Good organisational skills essential
- Team player that is able to work in a busy environment is essential
- Fluency in English (oral & written) and two other European languages such as French, German, French, Italian and Spanish are an advantage

REPORTING TO:

Director of Customer Care and Operations UK

SALARY:

Negotiable depending on experience

LOCATION:

Edinburgh

APPLICATIONS:

Application covering letter + CV to Maria Hasselgren Horribine

mariah@abbeyuk.com