

Job Description

Sales and Reservations Consultant – Full and part-time required

Location – Lemsford Village, Welwyn Garden City, Herts - with optional hybrid home working

Reporting to – Sales and Reservations Manager

Profile

RWH Travel are a walking holiday company selling group tours worldwide and are looking for people with a passion for the outdoors and travel to join our small friendly Sales & Reservations team on a full or part-time basis.

Sales and Reservations Consultants are there to give excellent customer service to our clients whilst selling a wide range of walking and outdoor holidays. They have a direct impact on the revenue of the company and on client satisfaction and the success of our image and reputation. They are our frontline!

The Reservations Consultant is responsible for converting enquiries about our holidays into sales, so being able to take a consultative and empathetic approach towards our guests' needs is essential. The candidate will also handle administrative tasks relating to bookings.

Role Responsibilities (include but not limited to):

- Use your knowledge to provide expert guidance and advice to customers to assist them in selecting the right holiday to a range of Worldwide destinations.
- Use your excellent selling skills to achieve monthly sales targets, taking opportunities to upsell where possible.
- Nurture customer relationships by providing exceptional customer service with clients and building own client list.
- Respond to prospective clients via web/live chat promptly and efficiently.
- Proactively sell through chasing leads and outbound calling.
- Maintain client satisfaction and the company's image through a high level of customer service.
- Share well-developed product knowledge with clients and within the team.
- Working closely with Tour Leaders and build relationships.
- Guarantee all clients are given regular updates on outstanding queries.
- Have a thorough understanding of the administrative roles within the team.
- Participate in foreign educational/UK trips and occasionally attend trade shows on company business.
- Work within the company's Health and Safety policies and practices.
- Work on Saturdays on a rostered basis and have flexibility with working hours
- Any other duties which may be required from time to time.

Qualifications, Skills and Experience:

- Pleasant and professional telephone manner
- Sound geographical knowledge
- Passion for walking with travel experience
- Customer service focused and an appetite to succeed
- Consultative and empathetic approach
- Ability to inspire customers with enthusiasm for their walking holidays
- Excellent oral and written communication skills
- Ability to work under pressure.
- Flexible and adaptable approach with ability to multitask.
- Professional appearance and demeanor
- Ability to work autonomously and on own initiative as well as part of a team

Experience with airline reservations systems e.g., Amadeus, preferred but not essential.

About us:

RWH Travel have been successfully providing outstanding, small group, expertly guided walking holidays since 1946. We believe that the world is more beautiful on foot, whether that be exploring worldwide destinations, walking some of Europe's epic trails, or getting off the beaten track across the UK.

RWH Travel trades as Ramblers Holidays and Adagio Holidays. Both offer itineraries for novices or the more experienced walker.

As a social enterprise, the profits generated from our tour operating activities have, over the years invested millions of pounds into causes that support and promote walking. Much of this is done through the Ramblers Holidays Charitable Trust, investing in small grants to larger projects such as the Ramblers "Don't Lose your Way" campaign.

Based in the beautiful Lemsford Mill near Welwyn Garden City.

Salary Expectation: AAE

To apply please email Paco.Gonzalez@rwhtravel.com with your CV, cover letter, and salary expectations.