



Guest Service Pre-Departure Executive

Hotelplan UK is the group name for a number of well know travel companies: Inghams, Ski Total, Esprit & Santa's Lapland. We provide amazing holidays which cater from the more adventurous skier to the magic of Lapland as well as excellent and relaxed summer Italian holidays. Hotelplan UK are a dynamic, innovative organisation that prides itself on delivering excellent guest experience. We continually strive to improve our offering and delivery.

Job Purpose

We are looking for someone to join our fast paced team delivering excellent service to our guests after they have booked their holiday and prior to travelling. Working as part of a larger team we are looking for someone who is able to use their passion and initiative to deliver an amazing guest experience across 4 brands – Inghams, Ski Total, Esprit & Santa's Lapland.

You will be required to work with many departments to resolve guest issues, make additions to bookings, and work with both our travel agent partners and direct guests.

The role is predominantly a telephony based role with some administration activities.

Reports to	Guest Services Pre Departure Manager
Hours	5 day week, Monday to Saturday, 37.5 hours per week between 8am to 8pm. Some shift working will be required
Direct reports	None
Location	Based in Godalming, Surrey, Head Office Some overseas travel may be required

Main Responsibilities and Key Tasks

To provide outstanding service for our guests before they travel and be part of a team that operates in a culture of empowerment where people take ownership and responsibility for their contribution to the business.

- Own the guest contact and ensure the guest is kept informed of any developments relating to their query until a full resolution is reached
- Contact guests and explain any changes that may occur to their booking – this may include a hotel over booking or a flight time change.

- Take ownership of all guest enquiries both internal and external to ensure fast and efficient resolution balancing the needs of the guest and business
- Build trust with the guest so that you can identify guest needs effectively and efficiently and understand how we can help resolve any issues they may have
- Handling incoming guest calls in a timely and professional manner
- Learn and understand the whole range of our product from in house training and colleagues
- Minimise cost impact by liaising with internal teams to get best resolution for the guest where possible
- Flexibility to support other parts of the business to maintain service levels
- Action cancellations following company guidelines

The above list of job duties is not exclusive or exhaustive and you will be required to undertake such tasks as may be reasonably be expected within the scope and grading of the post.

The Candidate

We are looking for a flexible colleague who is willing to go the extra mile for our guests and be an ambassador for our brands at all times. Is able to take ownership of any enquiry and be committed to see it through to satisfaction. We are looking for someone with previous customer service experience, able to work under pressure and is adaptable to change. You will need to have strong communication skills and a keen eye for detail. A self-motivated, team player that is able to manage their workload is also key.

Being a keen skier/traveller is desirable and a good knowledge of our brands will be a strong advantage.

Values

- Be Passionate in everything we do
- Work together as a united team
- Be innovative embracing and driving change
- Trusted, open and honest
- Stand out and be distinctive

Key Competencies

*Customer Service

*Communication

*Building Trust

*Solution led

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.

July 2017