

## JOB DESCRIPTION

**Job Title: Groups Reservations Executive (German speaking)**

**Department: FTP (French Travel Partners)**

**Location: Paris**

### A little bit about us...

This is a fantastic opportunity to join an internationally recognised, service-focused, B2B travel company. Mid-way through 2016, AC Group consisted of around 20 staff members and two brands: AC Tours and AC Online. Several months later in November of the same year, AC Luxe was born and then by mid-2017, FTP was acquired into the business. As of August 2019, AC Group employs in excess of 100 amazing people across three offices and offers in-bound travel to the UK, Ireland, France and the USA.

We work smart, not hard. We aren't a suited-and-booted corporate. We have strong standards of practice, but we aren't afraid to question the norm. We are ambitious and driven to continually improve and be the best we can be. Working at AC Group is not simply a matter of maintaining the status quo... We are flexible and have a casual dress code. We offer a generous annual leave package. We invest in staff training and opportunities so they can grow and progress their careers (ideally with us!). We are mindful of the environment and do our best to minimise our carbon footprint. We do our utmost to treat our staff as people and individuals in a fair and consistent manner...

### Responsibilities

- Respond to and follow up sales enquiries using appropriate methods ensuring all deadlines are adhered to;
- Book & negotiate group space in accordance with the itineraries
- Negotiating group rates with hotels throughout to ensure bookings are made within budget and client's requirements.
- Use personal judgement and initiative to develop effective and constructive solutions to challenges and obstacles;
- Ensure that best rates and terms are contracted to ensure profit margins are maintained;
- Building and maintaining relationships with hotels and other suppliers
- Represent the company at trade shows from time to time
- Hotel site inspections
- Communicate, liaise, and negotiate internally and externally using appropriate methods to facilitate the development of profitable business, sustainable relationships and effective service;
- Manage, organise, and update relevant data using database applications;
- Interpret instructions and issues arising, and then implement actions according to policies and procedures;
- Day to day contact with suppliers including hoteliers and other service providers;
- Emergency mobile cover on a rota basis
- Any other office duties as required

## Skills & Experience

### Essential

- Extremely organised with an unflappable approach that can successfully multi-task.
- Has the approach of a self-starter that takes real pride in their work while still enjoying and recognising the importance of being part of a team.
- A positive outlook with a flexible approach that actively seeks out solutions.
- A quick learner of new IT tools and operating systems.
- Strong attention to detail and high levels of accuracy.
- Excellent customer service skills with an approach that consistently seeks to go above and beyond.
- An empathetic ability to listen and thereafter communicate effectively and articulately.
- Professional fluency in English (written and oral)
- Professional fluency in German (written and oral)
- Professional fluency in French (written and oral)

### Advantageous

- Knowledge of Tourplan system
- Previous experience in the travel/hotel industry with working knowledge of the France.
- Previous experience with putting together bespoke multi service, multi day itineraries.
- Previous experience and knowledge of booking hotels and itineraries.

**What are looking for...** passionate and bright people! We value people gratefully and in return provide excellent learning opportunities through uncapped exposure into the travel industry. In order to succeed, you will be friendly, communicate clearly, as well as be efficient and proficient with IT systems. Oh, and you will likely have a genuine interest in our sector whilst being commercially astute.

**To apply for this Travel Consultant Job, please APPLY ASAP:** Please send through your updated CV and application form to [jobs@actours.co.uk](mailto:jobs@actours.co.uk)

Due to the number of applications – ONLY successful applicants will be contacted by the client directly.

Please note, by applying to this job vacancy, you agree that AC Group may hold your personal details on our secure database for the sole purpose of helping you with future employment. You have the right to request for your details to be removed at any time, please contact us and we will action immediately.