

## **JOB DESCRIPTION**

**Job Title: Sales Executive (Groups and FIT)**

**Location: London**

An exciting opportunity has arisen for a passionate and organised team player to be a part of a growing team. The role mainly revolves around managing FIT and group enquiries that will consist of researching potential itineraries, suggesting suitable hotels & services, preparing quotations, converting the business and ensuring the smooth running trip for every traveller.

### **Responsibilities**

- Responsible for ensuring that all duties are carried out with extremely high attention to detail and that levels of service offered from initial quote stage to final confirmations and beyond are second to none.
- Accountable and responsible for dealing with all initial FIT and Group enquiries from clients in a timely manner by offering regular updates and same day acknowledgements.
- Understanding customer's requirements by qualifying the enquiries by asking the right questions
- Provide suggestions for the itinerary in terms of hotels, services and logistics
- Help or book with any special requests (e.g. chocolates/bottles of wine) for the clients.
- Negotiate with the hotel for extra allocation, where necessary.
- Proficiency to offer suitable alternatives in terms of hotels and services where originally requested options are not available.
- Negotiate competitive rates with suppliers where contracts are not held or with a view to re-negotiating ad hoc with contracted suppliers for particular pieces of business as necessary.
- Liaise with suppliers to check availability and ultimately book and confirm all aspects of travel.
- Ensure that all reservations are added accurately into the operating system, 'Tourplan'.
- Log the enquiry in the 'Enquiry Centre' & 'Tourplan' and forward it to the Placing Team to book and negotiate accommodation and services based on the requirements & budgets
- Ensure all hotels and services are confirmed as necessary prior to client's arrival.
- Use 'Tourplan' to conduct all admin work supporting the enquiries (e.g. sending hotel options/confirmations, customer options/quotes)
- Ensuring that all customer/supplier deadlines are met
- Ensuring effective and timely communication with the customers and suppliers
- Build and maintain relationships with all stakeholders to achieve desired outcomes
- Use personal judgement and initiative to develop effective and constructive solutions to challenges and obstacles
- Deal with any 'on the road' issues that may arise while clients are travelling as well as quality issues that may arise once clients have departed.
- Liaise with Sales and Contracting where necessary, with a view to assisting with sales and advise where contracted product may be required.
- Represent the company at trade shows & site inspections as business demands
- Keep the database updated with current information
- Emergency mobile cover on a rota basis
- Any other office duties as required

### **Essential Skills**

- Strong negotiation skills and sound commercial acumen
- An excellent level of English written and spoken is required.
- Numerate, strong attention to detail and high levels of accuracy.



group

- 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.
- 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
- Proficient at MS Office

#### Desired Skills

- Knowledge of 'Tourplan' software
- Additional European Language, especially German

**To Apply:** Please send through your updated CV and brief cover letter to [jobs@actours.co.uk](mailto:jobs@actours.co.uk)