



JOB DESCRIPTION

Job Title: Luxe Executive
Department: FIT (AC Luxe)

AC Luxe is looking to recruit a new Luxe Executive. The AC Group is aiming to add a highly motivated and passionate person to the team. The focus of the role is to handle bookings for high-end luxury individuals or family traveller groups. Providing assistance in booking services for fully tailor-made itineraries consisting of luxury hotels, transfer services and occasionally, indulgent unique ground services experiences. The AC Luxe Executive will provide a bespoke customer experience to a discerning clientele.

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.
- Deal with initial enquiries from clients in a timely manner by offering regular updates and same day acknowledgements.
- Confirm all ICOM's which are booked directly through Tourplan.
- 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'.
- Ensure all hotels and services are reconfirmed as necessary prior to client's arrival.
- 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.

Skills & Experience

- Previous experience and knowledge of booking hotels and itineraries in the UK.
- An excellent level of English written and spoken is required.
- Strong attention to detail and high levels of accuracy.
- Excellent customer service skills with an approach that consistently seeks to go above and beyond.
- Very strong ability to negotiate and persuade with both suppliers and clients.
- An empathetic ability to listen and thereafter communicate effectively and articulately.
- Extremely organised with an unflappable approach that can successfully multi-task is a real must.
- 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 is essential.

To Apply: Please send through your updated CV and brief cover letter to jobs@actours.co.uk