



Travel Specialist

Purpose

To provide a seamless, one stop travel service whilst ensuring 100% customer service.

Process

- The position is sales oriented and involves working towards targets. Commission and incentives are payable for sales achievements.
- Reporting to the shop Team Leader who is responsible for the success and profit of the store, career development and mentoring.
- Involves roster work to cover night and weekend trading where applicable. Days are provided in lieu of any weekend work performed.
- Four major areas contribute to the position of a travel consultant within Intrepid Retail Below are the major components in each of these groups.

Client Relations

Ensure enquiries are actioned within 24 hours.

Provide literature and relevant information to clients.

Listen to clients needs; give options taking into account directness of routing, cost and airline and product preferences.

Meet and exceed client expectations.

Resolve client issues in a satisfactory manner to all parties concerned.

Teamwork

- Support, encourage and offer help to other members.
- Share product knowledge and information on fares/destinations.
- Be open to constructive comments from team members, team leader/country leader and clients.
- Take ownership for general tasks and duties in the office e.g.. Vacuuming, general cleaning, banking and other daily jobs.
- Consideration and respect for other team members.
- Adaptable approach to change.
- Attend all conferences and team meetings.

Quality Outputs

- Ensure itineraries and travel documents are professionally presented and thoroughly checked, delivered on time and error free.
- Answer phones within 3 rings, answer phone calls within the hour.
- Acknowledging e-mails promptly.
- Maintain correct records of transactions.
- Keeping accurate detail of travel arrangements.
- Always prioritise workload using a diary.
- Attend industry training and seminars.
- Adhere to Intrepid retail (and parent company) operational standards and actively support the company philosophy

Productivity

- Work efficiently to achieve yearly sales figures.
- Effective time management.
- Work well as a team to achieve company goals.
- Meet office targets, budget and monthly KPIs (performance indicators).

Skills Required and Environment of Intrepid Retail

Key Performance Requirements

- An understanding of basic mathematics with good writing skills including an ability to write business letters, reports and memos.
- Good oral skills with the ability to confidently handle one-on-one and small group situations.
- A capacity to evaluate facts and information and make decisions, including analysing associated problems, based on those facts.
- Undertake work planning and scheduling.
- Extensive travel experience.
- A capacity to be successful in sales.

Key Motivational Requirements

- Ability to perform and follow through tasks without direct supervision or being directed, including searching for relevant information and logically overcoming unforeseen obstacles.
- Ability to maintain set high quality standard at all times even if under trying circumstances.
- Efficiently balance the need to meet deadlines and work speedily under time pressures while maintaining high standards.
- Persist on a task until satisfactory outcome is achieved
- Be motivated to achieve customer satisfaction and handle occasional difficult situations involving customers.
- Manage daily paperwork and administration.
- Adjust to changes in schedule and frequent interruptions while working at a fast pace and under very tight deadlines.
- Be a team player.

Environmental Requirements

- Work alone and with others in a small open area office.
- Communicate by telephone and in an informal setting, one-on-one, or in small groups.
- Work with people and meet new people every day in the job, including regular contact with people outside Intrepid Retail.
- Able to accept direction as set by others as well as able to set down direction
- Commonly work long hours where there is a team environment and lots of company support structures.
- Encouraged being an active participant in business decisions where experimentation is encouraged.
- Management is highly visible and interactive, but expects staff to set their own priorities within general guidelines and control many aspects of their own work.
- Management encourages staff to try new approaches.
- Work as a team member in friendly competition with co-workers.

Systems Used

- Galileo- Global Distribution System. (Full training is provided)
- Starship reservations system
- E-mail & Microsoft Office.