

## Scapa Travel

### Travel Consultant Job Description

Full time 40 hours per week, 5 days over 6 day week

We are looking for an enthusiastic, confident individual, with exceptional communication skills and sales experience. Travel experience is preferred, but not essential.

#### Key Responsibilities include:

- Delivering first class customer service
- Making flight and hotel reservations for both business and leisure clients, by telephone and in person
- Selling package and tailor-made holidays, using in-house computer systems
- Continuously developing your product and brand knowledge
- Keeping in-shop brochure displays and window displays up-to-date and tidy
- Effectively performing administrative duties and following processes accurately

#### Competences / Qualifications / Experiences

- Excellent UK and worldwide geography knowledge, with a passion and enthusiasm for travel and tourism
- Excellent customer service skills
- Excellent time management and communications skills, including a professional

telephone manner and an ability to prioritise customer requests

- Ability to build rapport with clients, and have excellent questioning and listening skills

to help our clients plan and choose their holiday

- To work effectively as part of a team as well as independently
- Competent IT skills with the ability to learn in house systems
- Flexibility to work on a shift pattern over a 6 day week, Monday to Saturday
- Problem solving skills, liaising with suppliers and partners to resolve booking issues
- Excellent accuracy and numeracy skills

#### We can offer you:

Competitive salary

Company perks including staff discounts on your own holidays

Educational trip opportunities

Pension scheme

#### Please apply in writing to

Mrs Amanda Sykes

Scapa Travel

11 Bridge Street

Kirkwall

Orkney, KW15 1HR