

Premier travel group

Premier Travel Agency

Travel Consultant

Opening hours: Monday to Saturday 9am to 5pm

Contract: Permanent, minimum 3 days per week

Salary: Competitive (dependent on age and experience) + excellent incentive, commission and bonus schemes

Reporting to: Branch Manager

Team size: 3-8 dependent on branch

ABOUT US

The Premier Travel Group (made up of Premier Holidays and Premier Travel) is an independently owned and family-run travel company that has proudly been operating locally for 85 years. We currently employ in the region of 200 staff, over half of whom have been with the company for over 10 years, which says a lot about our company ethos and experience in selling holidays!

The head office for both companies is located in our modern offices in Cambourne Business Park where we recognise the importance of providing a fun, friendly and enjoyable travel themed work environment. There is also head office staff space within our Bury St Edmunds and Norwich retail branches.

Premier Holidays is the tour operation side of the business offering a wide range of holiday destinations, which include the Channel Islands, Far East, India, Sri Lanka, Middle East, Southern Africa, Indian Ocean, USA, Canada, the Caribbean, Australia, New Zealand and the South Pacific. We are well known within the travel industry as the market leader for Channel Islands holidays and also as a long-haul specialist with a team possessing extensive experience in creating long haul, tailor-made multi-centre holidays. Our wide range of inspiring brochures can be found in most Travel Agencies across the UK and our knowledgeable staff are always on the end of a phone line to offer invaluable holiday advice and personal recommendations. We also have an office in Jersey and a direct client brand for the Channel Islands.

Premier Travel is Eastern England's leading independent travel agency with 24 branches across the East and South East of England, 12 of which are located in the Cambridgeshire area. Our Travel Consultants pride themselves on their excellent travel knowledge, high levels of customer service and the personal touch that keeps our many loyal customers coming back to us again and again. All of our agencies reopened on 12 April in line with Government guidelines.

Throughout the COVID pandemic, Premier has remained open and serviced all client's cancellations and refunds efficiently and has received high praise for doing so from both inside and outside of the industry. Our experienced staff have had a very high success rate with re-bookings, and we already have large numbers of these, along with lots of new business confirmed for travel during the second half of this year, throughout 2022 and into 2023 as the pent-up demand for international travel increases each day. All of our efforts have put Premier in an excellent position as we come out the other side of travel restrictions being lifted making this the perfect time for us to expand our teams.

ABOUT THE JOB

Reporting into the Branch Manager, the role of Travel Consultant within a Premier Travel Agency involves being part of a busy team dealing with customers face to face on a daily basis planning and selling tailor made holidays to worldwide destinations along with any other required travel services to suit each client's requirements.

Our travel consultants work hard to meet and exceed their targets and take pride in offering excellent customer service to gain recommendations and build on our local client bases.

ABOUT YOU

We are looking for an experienced Travel Agent with a **minimum of one years' experience**, a real team player and someone who loves dealing with customers face-to-face and working to sales targets.

Key skills required are:

- A passion for travel
- Enjoy working to sales and profit targets
- Ability to interact, communicate and negotiate effectively with clients face to face and over the telephone
- Have excellent organizational skills, a keen eye for detail and be comfortable with multi-tasking
- Be able to remain calm when dealing with any problems or complaints
- Like working under your own initiative and as part of a team
- Personal travel experience is an advantage

ABOUT STAFF BENEFITS

- Excellent staff travel rates
- Friendly working environment
- Numerous social events
- Pension scheme
- Overseas educational travel opportunities
- Friends and family holiday discounts