

JOB DESCRIPTION

Job Title Apprentice Travel Consultant	Division Retail	Salary £5,412.00 per annum
Reporting to Retail Branch Manager	Location Retail branch	Hours 37.5 per week, on a rota basis, including weekend working

Role Summary

Whilst beginning to learn about the business and how we operate, you will be provided with ongoing training and support to help develop your customer service and selling skills. You will learn how to adapt to working within a fast paced sales environment, gain travel product knowledge and develop confidence and flare which will enable you to meet customer's needs.

This apprenticeship is perfect to develop your interest in travel. Working in the sales division requires hard work, excellent customer service skills and a firm grasp on product knowledge.

With a positive and results driven attitude, you will recommend a range of holiday experiences, ancillary and insurance products with a view to achieving your individual and team sales targets.

You will also be focussed towards completing the apprentice programme with the determination to be successful in your role.

Key Responsibilities

- Maximise individual and branch sales targets
- Assist with day-to-day operation of the branch
- Responsible for self learning and personal development which will include self study
- Develop product knowledge on destinations and tour operators services
- Speaking to customers, initiating and building rapport
- Ordering stationary
- Dispatching tickets to Hays Travel customers
- Incoming and outgoing post
- Ensure that excellent customer service is provided at all times
- Processing client documentation to a high standard
- Responsible for brochure stock control
- Effectively perform administrative duties
- Develop skills necessary to meet sales targets

Competencies Required

- Basic knowledge of computer systems
- A team player with excellent communication skills
- Organised and enthusiastic with a positive approach
- Good basic spelling and grammar
- Desire to learn and progress within the company

Technical Skills Required

- Basic knowledge of computer systems i.e. Microsoft Word and Excel with the ability to utilise its key functionalities
- Strong attention to detail and accuracy skills
- File management skills
- Web navigation skills

Qualifications/Experience required

- Ideally 5 GCSE's A-C or equivalent including English & Maths
- Previous work experience or travel qualification relevant to the industry however not essential

General

- To be committed and dedicated to completing apprenticeship programme within the 24 month timescale, attending all relevant training workshops
- To undertake any other duties that may fall into the job criteria
- To conform with all company policies and procedures including Health and Safety
- To treat all employees, customer and suppliers with dignity and respect
- This job description is not intended as an exhaustive list of all duties and responsibilities of the post but simply reflects the key areas involved

<i>Employee Name:</i>	<i>Employee Signature:</i>	Date:
<i>Manager Name:</i>	<i>Manager Signature:</i>	Date: