

PRAKTIKUM IN LONDON



TRAVEL SALES CONSULTANT REF. No. 994

About us

We are a Tour Operator based in Edinburgh and we are looking for a Travel Sales Consultant - German and fluent English Speaking who not only has an active interest in travel but who also has proven experience working with in a customer service environment.

Number of employees

7

Tasks

- Replying customer enquiries using the internet and telephone about our tours in the British Isles
- Preparing travel packet by assembling itinerary, maps, tickets, confirmations and related documents, insurance options, etc.
- Administrative duties
- Providing the best customer service at all stages therefore helping to promote the brand and ensure future/referral bookings
- Working towards product sales, service and productivity target
- Identifying and proactively seeking to resolve and support the needs of every customer and ensure that our service levels are met.

Skills needed

- Knowledge of The British Isles
- Customer focused approach
- Professional and enthusiastic with a positive attitude
- Experience using Mac interface
- Excellent level of written and spoken German and English
- Strong communication and sales skills
- Excellent knowledge of the Internet, Excel and Word

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Skills to be acquired

- Managing and operations skills
- English language by speaking to providers and co-workers
- General knowledge of the office finance
- Customer Service

Duration of the internship

3+

Office languages

English

Location

Edinburgh

Financial support

£200/month + incentives

Office hours

Monday to Friday 09.30 – 5.30