

Position Title: Account Manager –Benelux

Location: London

Reporting to: Procurement & Operations Director

To effectively win business by producing quality, competitive quotations in response to our client's group travel requirements in the UK, supervising and supporting the Business Development teams, working closely with the sales and marketing manager to increase conversion rates, while monitoring staff performance and ensuring that staff achieves all targets.

Your responsibilities

Bookings:

- To acknowledge all amendments and changes from clients
- To be able to advise the client of the most suitable options for their tours
- To ensure that all services are booked well in advance of the date of travel
- To ensure that all service providers are kept informed of all changes and amendments to their confirmed groups.
- To acknowledge confirmations to clients
- To meet all targets for under budget buying, placing of services and inserting information into tour plan

New Requests / Quoting:

- To acknowledge all new requests with a telephone call within 2 hours of receipt.
- To ensure that all new requests are qualified.
- To produce good quality quotations using our standard format and within on-time deadlines
- To follow up all quotations consistently to maximize conversion rates.
- To acknowledge confirmations to clients.

Logging:

- To log all new requests and follow-ups.
- To update log with confirmations and lost business (with clear explanation for rejection).

Suppliers:

- To chase the hotels for signature before offering it to client
- To ensure that the correct services are booked at or under the budget
- To maintain close communication with the relevant suppliers at all times on the progress of the bookings
 - Number of passengers on the tours
 - Reservation of services
 - Options and deadlines
 - Payment agreements
- To maintain good and up to date product knowledge at all times
- To process supplier's invoices within 48 hours of receipt
- To respond to supplier's payment requests within 4 hours
- To resolve invoice queries within 1 week
- To develop close relationship with the Contract & Purchasing dept.

Clients:

- To answer email / faxes within 4 hours
- To answer any correspondence on day of receipt if received by 12h00, or by 12h00 next working day if received after 12h00
- To make service reservations as per the client's requirements in accordance to their deadlines and to deal with their queries in a timely manner
- To maintain close communication with the relevant clients at all times on the progress of the bookings
- To offer the clients as many additional services as possible in order to increase the income per group
- To be aware of any special offers / deals which can be sent to the clients to generate additional business
- To contact the client 6 weeks before arrival to get an update
- To ensure that the client provides the necessary information at the correct time to generate the sales invoices
- To respond to complaints within 2 working days and ensure it is fully resolved within 1 week
- To resolve problems on same day whilst groups are traveling
- To reconfirm in writing what's been agreed verbally
- To ensure that birthday presents are sent to all clients (main contact or decision maker)
- To ensure all Key clients have a supply of London Maps
- To meet key clients as often as possible

Financial:

- To ensure that we achieve the correct margin for each client
- To ensure that we buy under budget as much as possible
- To keep Tour plan accurate and up to date at all times

Other:

- To participate in the Emergency Mobile phone rota
- To participate in training program put in place for new staff members
- To complete any reasonable instruction from a superior.
- To adopt a filing system which enables colleague to cover in your absence

Your background

Experience:

- Experience in the Travel Industry or degree in Tourism Management or similar.
- Experience in managing a small team

Skills:

- Fluency in English and French
- A positive attitude with drive and a work ethic to meet targets
- Strong attention to detail
- Creative and able to 'think outside the box'
- Excellent written, oral and interpersonal communication /relationship-building and analytical skills
- Excellent time-management
- Knowledge and understanding of travel industry information systems, preferably Tourplan
- Proficiency in MS Office applications (Excel, PowerPoint and Word)

Personal Qualities:

- Ability to lead, inspire and motivate and small team
- Ability to induct, coach and support team members
- Ability to work independently and self-directed

Please send your application to: Chantal Triechelt at pr@praktikum-in-london.de