

**Position Title:** Manager German Incoming Department  
**Department:** German Incoming Department at DMC  
**Location:** London

### **Purpose of the Role:**

To effectively win business by producing quality, competitive quotations in response to our client's group travel requirements in the UK. To develop and maintain excellent working relationships with the allocated clients. To develop and maintain excellent working relationships with all suppliers and service providers. To manage and support the German Department. To work closely with the external agent to increase conversation rates. To update and work closely with the General Manager on all aspects of the German Dept. To monitor staff performance and ensure that all staff achieve all targets.

### **Specific Areas of Departmental Responsibility:**

#### **1) New requests / Quoting:**

- To acknowledge all new requests
- To ensure that all new requests are qualified and logged in Tourplan
- To produce good quality quotations using the standard format and within the agreed deadlines for your market.
- To take an option on accommodation or other services when required.
- To follow up all quotations consistently to maximise conversation rates.
- To ensure all itineraries are validated as per procedure in place.
- To acknowledge confirmations to clients. To ensure all offers are completed in TourPlan.
- To ensure that all options are confirmed before handing over to the Ops team.

#### **2) Suppliers:**

- To negotiate the best possible rates with suppliers (contracted and non-contracted)
- To ensure that options held are centralized and checked on a daily basis.
- To develop close relationship with the Contract & Purchasing dept.

#### **3) Clients:**

- To answer email / faxes daily
- To answer any correspondence on day of receipt if received by 12h00, or by 12h00 next working day if received after 12h00.
- 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 respond to complaints within the same working day and ensure it is fully resolved within the agreed time frame.
- To resolve problems on same day whilst groups are traveling.
- To reconfirm in writing what's been agreed verbally.

**4) 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 TourPlan accurate and up to date at all times.

**5) Staff:**

- To appoint and train all new German Department staff.
- To check the outgoing offers when applicable (series offers, complicated itineraries etc...)
- To train the German Team on UK product knowledge
- To manage staff appraisals (PDU)
- To ensure that the staff are aware of and follow the internal procedures.
- To make sure TourPlan is properly updated and used by the staff
- Monitor response time of the team for all enquiries
- Agree with General Manager and Minimize conversion rates and keep all staff on target.
- To monitor staff response times for replying to clients and entering bookings in Tourplan etc...
- To conduct team meetings once a week

**6) Liaison with the Management team:**

- To assist them with production of the monthly statistics
- To cover for the Operations and Business Development Director and the Sales and Marketing Manager in their absence

**7) Other:**

- To participate in the Emergency mobile phone Rota for the department
- To complete any reasonable instruction from a superior
- To adopt a filing system which enables your colleagues to cover in your absence – both off and on line
- To help create and send special offers with the Sales and Marketing Manager.

**Please send your application to: Chantal Triechelt at [pr@praktikum-in-london.de](mailto:pr@praktikum-in-london.de)**