

Sales Consultant

Job Description

The sales consultant is responsible for the duties outlined below and reports to the Team Leader – Sales (who in turn reports to the Sales Manager).

Due to the need for specialist product knowledge, all Consultants will also work closely with the Product Manager for their product.

1. Have a full understanding of their brochure, its contents and booking conditions.
2. Answer the telephone in a timely and efficient manner, taking necessary action to ensure that each call is dealt with in the most appropriate way.
3. Handle telephone enquiries for their own product, either answered directly by them, or transferred to them by colleagues.
4. Taking enquiry calls and written enquiries from direct clients and travel agents.

Brochure tours

Talk the client/agent through the brochure tour information required and guide them on the type of tour that suits their requirements. Check availability for tours and advise on any specific information requested by the client/agent on set brochure tour (as per brochure), brochure tour with set extension or pre tour (as per brochure), brochure tour with tailor made extension

Tailor made itineraries

Plan these in detail, taking the requirements of the client in to consideration, giving expert advice and guidance required.

Special tours

Giving information about and taking bookings for special tours and ad-hoc promotions.

5. Fully research all itineraries, from the information/costings held on our in house FIT system or on file, Galileo for flight information, manuals and guides where necessary. Consult with our ground handlers before a quotation finally becomes a booking. Consultant must ensure that client is advised of likely timescale for this process. All FIT enquiries will be handled as quickly as possible by the Consultants, in line with Company targets.
6. Ensure that he/she has quoted the correctly for the services that have been requested/offered.

7. Meet with clients who come in to the office to discuss their requirements for brochure tours or FITs.
8. Follow up quotes given to clients/agents to ensure that maximum number of quotes are converted to bookings.
9. Follow up tour options given to clients/agents to ensure that all tours sell to the maximum possible numbers.
10. Once a booking is 'confirmed', ensure that the booking is made correctly as per their original quotation and acceptance by the client/agent. Any changes to be immediately notified to client/agent.
11. Send all relevant requests to our booking agent or property (varies by product) to instigate the bookings for each segment of any tailor made section of their holiday. Follow up any waitlisted or on request section and to make sure the clients is made aware of the status of their booking.
12. Obtain all necessary information from client/agent to ensure that booking can proceed.
13. Advise all necessary information to client/agent to ensure that booking can proceed.
14. Obtain all necessary information from ground handler to ensure that booking can proceed.
15. Advise all necessary information to ground handler to ensure that booking can proceed.
16. Advise clients of any visa and insurance requirements.
17. Ensure the smooth running of any booking and that Cox & Kings provides pre departure service to its clients as per our booking conditions. Ensure that clients receive their travel information and travel documents in good time as per the set schedule, i.e. (FIT and individual traveller bookings)
 - send out confirmation invoice for FIT bookings, together with all relevant information.
 - ensure International Flights have been booked with special services requested.
 - ensure they are on all the necessary in house lists.
 - ensure they receive their final itinerary and tickets at least 2 weeks before departure.
 - ensure that any operational problems that occur while clients are on holiday, are sorted out on the ground by our local representatives if possible.
 - ensure that all correspondence received from the client once they have returned from their holiday is dealt with quickly and efficiently.

18. Give feedback from clients/agents, ground handlers and suppliers to the following people:-
 - Sales Manager
 - Operations Manager
 - Product Manager
 - Agency Sales Manger
 - Public Relations Manager
 - Marketing Manager
 - Customer Services Executive

There will be formal and informal meetings to facilitate the flow of this information.
19. Process any cancellations, generate cancellation invoice and arrange refund if appropriate.
20. Sell other products from time to time depending the marketing, promotions and product development of the company.
21. Act as back-up for products with limited sales staff to cover absences.
22. Assist newer members of staff.
23. Achieve sales in line with other consultants of the same grade on their product and regularly meet the monthly sales target.
24. Assist in other areas of the Company as required – primarily during off peak sales period for own product.