THE
HOLIDAY
FRANCHISE
COMPANY

ROLE	HOLIDAY DESIGNER
ACTIVITIES	• Attract customers through a range of marketing channels in-line with brand guidelines • Design holidays with enhancements based on customers individual needs • Deliver exceptional personalised service levels to customers at all times, offering recommendations and accurate information on products and destinations • Ensure all customer documentation is checked for accuracy and dispatched to the customer • Ensure compliance with company policies and procedures and regulatory standards including ABTA & ATOL • Set, achieve and exceed personal and business key performance indicators • Self-assess both personal and business performance, identifying strengths and areas of opportunities • Take ownership for ensuring up to date industry and product/destination knowledge • Investigate and resolve queries or complaints in a timely manner • Ensure compliance with Data Protection legislation and any data held is done securely
MEASURING SUCCESS	• Accuracy and number of holidays booked • Targets are achieved with low errors/mistakes • Profitability of each holiday sold and the overall business • Enquiry to booking conversion rates • Customer reviews & retention rates • Business growth rates
ATTRIBUTES	• Passion for travel and delivering exceptional customer service • Confident, self-motivated, determined and resilient • Network and build relationships with individuals and organisations • Hunger for the sale • High standards of literacy and numeracy • Attention to detail, able to identify discrepancies and anomalies • Excellent communication skills • Influence others • Organised and able to manage own time • Work under pressure • Good computer skills • Work under own management and as part of a team • Work collaboratively across different departments • Understand and act on management information • Innovate, recognise sound opportunities to grow the business and create a plan to progress • Strong ethics & morals • Commitment to follow the company policies and procedures • Commitment to forge a successful partnership with us