

Taleo Role Profile & Person Specification

Description:

Job Title: Overseas Villa Representative

Department / Business Area: Overseas

Location: Overseas

Overview of Main Responsibilities and Duties:

- Effectively respond to all customers' needs and queries in resort(you will need to drive overseas)
- Communicate relevant and interesting information to customers in order to enhance their holiday experience.
- Accompany customer's to/from the resort airport and provide assistance for those customers who have booked car hire with their villa holiday.
- Deliver personal welcome introductions to customers after they arrive in resort with the objective of providing customers with practical and interesting information in accordance with Style Holidays guidelines.
- Deliver exceptional customer service in order to exceed the customer service target given by the resort manager.
- Actively sell Thomas Cook events, car hire and ad-hoc events in order to achieve the sales target.
- Monitor health and safety standards in resort and escalate any issues.
- Accurately complete weekly paperwork in accordance with Thomas Cook standards.
- Regularly visit all allocated properties and villas as appropriate to visit customers.
- Establish a friendly, respectful relationship with all villa owners, suppliers and airport officials.
- Guide both day and evening events as requested.
- Liquidate all company monies as requested by the local Thomas Cook agent in resort.
- Secure all company money ensuring that Thomas Cook cash handling procedure is followed.
- Conduct police and clinic visits as required.
- Escalate all issues and incidents to the senior management team in resort.

People Skills

- Good communication skills and the ability to converse with customers.
- The ability to work either as part of a team or independently.
- The ability to listen and respond sympathetically to customer's needs/requests.
- An enthusiastic positive personality must enjoy interaction with others.

Decision Making Skills

- The initiative to escalate any issues/incidents to the senior team in resort.
- The ability to resolve problems quickly.

Development Skills

- A willingness to learn and participate in any given training.

Person Specification ;

Presentation:

Essential:

- Smart appearance.
- Good communication skills.
- Professional disposition.
- Professional and courteous manner.

Education and Qualifications:

Essential:

- Educated to GCSE Level (or equivalent).

Desirable:

- A basic knowledge of a foreign language.
- A formal qualification in Travel and Tourism.

IT Skills:

Essential:

- A good level knowledge regarding Microsoft Office, Word and Excel

Experience and Track Records:

Essential:

- At least 1-year experience working in a customer focused environment.
- A high level of numerical skills.

Desirable:

- A good level of knowledge of the Travel Industry.
- Previously worked overseas for Thomas Cook.

Personal Qualities:

Essential:

- Self-motivated.
- Ability to solve problems.
- Flexible.
- Dedicated.

A key requirement of all Overseas staff is to be 100% flexible. We operate to over 70 Destinations around the world and new staff will be placed once recruited.