



Job Description

Job Title: Sales Support Coordinator (French speaking) - International	Reports to: Customer Services Supervisor – International
Based at: Ross on Wye/Hybrid	Date: Feb 2023

Job Purpose

To effectively manage all administration of International Agent bookings, predominantly from the French market, to PGL's centres, providing full support to the Business Development Managers in managing the customer expectations, setting up ad hoc tours and language courses and securing future re-bookings for this market.

Key Objectives

Objective 1: Effectively manage all pre-travel administration for all International Agent group bookings from France

- Support the Business Development Managers in providing agents with information required to sell EFL courses, English Experience courses, French Explorer courses and Holidays products
- Send accurate and up to date paperwork to customers in English and French throughout the booking cycle in a timely manner including final itineraries, transfer details and invoicing
- Managing bed allocations for overseas group bookings (in conjunction with Business Development Managers)
- Handling telephone calls, correspondence and all associated administration international bookings from mainly French markets
- Supplying the Agents and Business Development Managers with all the information they require regarding their prospective holiday in a timely manner.
- Set up and book itineraries to appropriate visits using Compleat for payments
- Book airport transfers and excursion coaches for customers in conjunction with transport department or the Operations Executive
- Providing accurate information about customers and confirmed itineraries to the centre teams and other internal colleagues/departments in a timely manner
- Maintain accurate records of each booking using the Reservations system, updating pax numbers and booking notes and any special requests
- Manage agent invoicing and ensuring payments are collected in a timely manner
- Assist the Business Development Managers and Sales team to ensure that all customer details are kept up to date on our internal CRM system

Objective 2: Meet rebooking targets

- Assist Business Development Managers in proactively seeking repeat business from existing customers.
- Assist Business Development Managers with up to date logging of rebooking intentions using the CRM and Reservations Systems.



Objective 3: Assist with booking arrangements

- Provide accurate information about customers, confirmed itineraries and special requests to the centre teams and other internal colleagues/departments in a timely manner
- Assist the centre teams and BDMs in managing any on site issues, changes to programme and feedback
- Ensure arrangements run smoothly, providing a high level of service so that agents rebook and continue to grow their business with PGL and relationships are maintained and developed
- Respond to post travel feedback from agents to resolve any issues which may have occurred on site

Objective 4: Develop an in-depth knowledge of all courses sold and operated to International guests

- Undertake educational/familiarisation visits to PGL centre destinations as and when required
- Take part in visits to French agents as and when required both in France and on occasion whilst they are visiting the UK centres
- Undertake visits to main attractions and city destinations to ensure that knowledge of each excursion is kept up to date
- Pass on details of entry times and prices etc to the ops team so that records of appropriate visits can be kept up to date

Other responsibilities:

- To continue to develop your product knowledge and skills in order to keep up with changes in technology, ways of working and changes in customer expectations
- To continue development of the products, processes and systems to ensure continued growth of the overall product and market
- Participate in an on call rota to provide emergency phone cover to our customers throughout our busy summer operating season
- To regularly review own targets and work towards the achievement of agreed objectives
- To ensure that health & safety standards are adhered to
- To ensure that your operational practices as well as the treatment of others, actions and attitudes are in-line with the company's Equal Opportunities policy and are appropriate at all times
- To provide translation support and general support to other departments where needed (workloads permitting)

Additional Information

Visits to centres around the UK, attractions around the UK and key clients overseas may be required as part of the role and may involve overnight stays and participation in some activities.

During peak times late working may be required and time will be given back in lieu during quieter periods.

There will be periods of the year where we will not approve annual leave due to business demands.

During busy arrivals days throughout the year, overtime to ensure the emergency phone is covered at all times will be required. The tools you need to deliver this will be provided and time in lieu to be taken in quieter periods will be given.

Personal Specification

Qualifications / Experience

	Essential	Desirable
Experience of handling group reservations (ideally through business to business contact, i.e. through agents)	✓	
Strong personal organisation skills – ability and experience of effectively prioritising workloads and multi tasking in a busy open plan office environment	✓	
Excellent oral and written communication skills	✓	
Computer literate with experience of Word and Excel	✓	
Keen attention to detail & high level of accuracy	✓	
The ability to work unsupervised and as part of a team and to adhere to strict deadlines	✓	
The ability to provide a high level of flexible customer service (via telephone and email), to a wide variety of customer types who will need individual tailor-made bookings, flexible payment structures and ad hoc durations	✓	
Experience in organising tailor-made tours to UK destinations (e.g. booking excursions and visits, airport transfers etc..)	✓	
Fluent spoken and written French	✓	
Previous experience of working with schools and groups or within other travel industry sectors		✓
A good working knowledge of the French agent market		✓
Experience in a sales environment with the ability to work towards targets		✓
Experience dealing with customer complaints		✓

Competencies

	Essential	Desirable
Extensive experience in a customer focused environment	✓	
Willingly shares experience and knowledge with others	✓	
Excellent verbal communication skills	✓	
Provides appropriate advice and support to customer	✓	
Produces written work that is structured, concise and uses correct grammar, spelling and punctuation	✓	
Views change as a positive thing and identifies the opportunities it brings	✓	
Gives practical and consistent support to others	✓	
Strong personal organisation skills – able to effectively prioritise workload	✓	
Listens actively and asks questions to check understanding	✓	
Uses and respects corporate standards and guidelines when communicating with others	✓	

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