



Job Description

Job Title: TOUR ORGANISER (French Specialist)

Reports to: Overseas Customer Services Manager

Job Purpose:

- To work as part of a small team of Tour Organisers, organising tours to PGL properties in France. The aim of the team is to provide an efficient, friendly and informative service to clients, many of whom have travelled with PGL for several years.
- This is a varied role which encompasses sales, administration and a large amount of telephone and e-mail contact with customers. The successful candidate will take responsibility for a number of groups and agents, both English and French speaking, and will be their main point of contact throughout the planning of their trip.

Key Objectives:

Objective 1: Maintain repeat booking levels year on year as determined by the Overseas Customer Services Manager

- Build positive relationships with customers to ensure repeat bookings
- Proactively seek repeat business from existing customers during contact with them
- If a customer's first choice is not available, seek to offer alternatives in order to retain customers and conclude sales

Objective 2: Provide a level of service to customers which meets the standards set by the Overseas Customer Services Manager (as measured in the Party Leader feedback forms)

- Handle telephone calls, correspondence and associated administration from customers for both English and French speaking groups and agents.
- Provide the sales team and International Business Managers with the necessary information they require to secure bookings from new customers.
- Work closely with the International Business managers to manage agent group bookings.
- Liaise with Overseas Centres to ensure customers' needs are understood and met.
- Answer queries from customers, make recommendations and endeavour to solve any problems.

Objective 3: Arrange all transport, visits and excursions for groups

- Liaise with clients and visits to arrange tailor made itineraries. Assist non French-speaking colleagues where required.
- Work with the transport department to ensure transport arrangements are confirmed and provided as needed
- Periodically have emergency phone to support groups out of office hours

Objective 4: Keep all paperwork up-to-date and chase payment of invoices as necessary

- Ensure new bookings are loaded accurately and on time
- Ensure Final Packs are sent out complete and on time
- Chase overdue payments as required
- Maintain comprehensive information on each group and update computer systems as appropriate
- Help develop and maintain French documentation.

Personal Specification

Qualifications / Experience:

	Essential	Desirable
Able to use different computer programmes and learn them quickly	x	
Team player able to mix and fit in with rest of team	x	
Good communicator able to converse with teachers and suppliers on the telephone	x	
Able to work on own initiative	x	
Numerate and able to use Excel spreadsheets	x	
Is extremely well organised and has excellent attention to detail	x	
Has worked in customer contact environment previously		x
French speaker: Able to converse/communicate confidently in French - by telephone and email	x	

Competencies:

Develops and maintains a meaningful relationship with the customer, builds customer loyalty
Develops and maintains effective relationships with others
Communicates appropriately and effectively with others
Makes sound decisions based on knowledge, experience and available information
Actively looks to improve the way we work, promotes a culture of continuous improvement
Manages own time and workload effectively to focus on best value activities

Additional Information:

A good understanding of the school trip market would be an advantage as would previous experience of dealing with teachers in any capacity.
 Self discipline, initiative and a flexible outlook are absolutely key to the role, as is the ability to work under pressure for certain periods of the year.
 An interest in outdoor pursuits and/or France and French culture would prove very useful.