



JOB DESCRIPTION

Job Title: Cruise Specialist

Department: Guest Services

Reporting to (Job Title): Reservations Team Leader

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Issued by: Abby Etoe

Overall Purpose of Role:

This is a highly driven Sales and Customer Support role where you will be responsible for providing our Direct Guests and Travel Agent Partners with an exceptional standard of customer service, proactively securing bookings and maximising on all sales opportunities.

Role Responsibilities:

- You will receive and respond to inbound calls and emails, identifying customer requirements and matching the appropriate cruise with additional services
- You will secure sales through service, whilst meeting and exceeding targets set by your Team Leader
- You will build and maintain relationships with all Trade Partners and Direct Guests
- Action email requests regarding product and reservations
- Use various selling techniques to close the sale within the call
- Action fare quotations and bookings in accordance with company policies
- Maintain product and brand knowledge to aid the close of a sale
- To feedback campaign success and customer feedback to your Team Leader
- Responsible for securing and processing credit/debit card payment ensuring confidentiality and accuracy of all payment transactions
- Accountable for achieving set KPI's including, revenue, conversion and passengers booked
- Build rapport and be proactive within the call to prevent any need for a second call to the company
- Accountable for identifying market and sales trends and feeding back to your Team Leader suggesting new initiatives to secure more sales
- Accountable for establishing and maintaining a good working relationship with other team members, guiding, advising and helping others where appropriate enhance service levels



- Consistently maintain high levels of professionalism that reflects a positive image of the product and the brand
- To complete any necessary administration duties accurately and timely
- To maintain departmental standards of dress/office tidiness/time keeping and attendance
- To comply with all relevant legal regulations to ensure customer confidentiality and contact requests are adhered to

Experience and Competencies:

- Experience of working in a Sales and Customer Service environment
- Previous experience of working within the travel/cruise industry or within a Contact Centre environment is desirable
- Knowledge of typical Contact Centre systems, CRM, Avaya, WFM, booking systems
- You will be a confident, outgoing and flexible individual with a positive attitude and enthusiastic approach, showing passion, interest and commitment
- Excellent communication skills, interpersonal and negotiating ability and the ability to use your own initiative and intuition will be required in the role
- A good level of computer literacy, a high level of attention to detail, plus strong organisational and time management skills, PC literacy in Windows, Outlook, MS Office and other associated applications
- Self-driven, results orientated with a positive dynamic approach
- Strong communication skills across all channels and levels
- Ideal candidate should be fluent in both English and at least one other European or Middle Eastern language (preferably German, Spanish, Portuguese, French, Italian, Hebrew, Arabic)

Qualifications:

- Educated to GCSE level or equivalent (desirable)
- NVQ Customer Service Level 2 (desirable)
- Recognized qualification in Travel & Tourism (desirable)

Other Features of the Role:

- 37.5 hours per week covering the operational hours including weekends and bank holidays
- Occasional Travel as required within the UK, on ships and to our International offices
- Contact Centre operational hours are 8am – 8pm Mon to Fri, 8.30am – 6.30pm Sat, 9am – 6pm Sun (at high season)
- In the event of an emergency you will be required to support the operation outside of core hours
- Flexible working from home will be considered