



## Reservations Consultant

**Background to the role** You will use your ski expertise and passion for delivering excellent customer service at all times throughout the booking process, for direct customers and travel agents. You will be converting leads into bookings for both our winter Ski and our summer Lakes & Mountains programs. This is a seasonal position from late September 2011 to the end of February 2012.

**Location** Based in our Putney Office, South-West London

**Responsibilities** To provide excellent customer service and selling expertise to Inghams customers.

Key responsibilities will include:

- Handling reservations calls from direct clients and Travel Agents
- Checking availability, providing quotes and processing bookings for all your clients
- Selling additional products such as ski packs, lift passes, insurance and excursions
- Cross-selling to clients if a resort/hotel is not available
- Delivering exceptional customer service through excellent resort / country knowledge
- Hitting all sales targets set
- Turning quotations into sales and entering all information accurately onto the reservations system

### The Candidate

Specific **skills, experience and qualities** Inghams is looking for from the ideal candidate:

- Strong knowledge of European and North American ski resorts
- Passionate about skiing or snow boarding
- Hard working, with excellent attention to detail
- Committed to providing excellent customer service
- A good telephone manner with strong ability to sell
- Professional, friendly and approachable
- A good team player
- Good communication skills – on the telephone and in writing
- Previous experience in a travel reservations environment
- Excellent standards of Computer literacy

To apply please send your CV and covering letter detailing salary expectations to [matt.hills@ingham.co.uk](mailto:matt.hills@ingham.co.uk) or to Matt Hills, Inghams, Gemini House, 10 - 18 Putney Hill, London, SW15 6AX