Job Title:	Tailormade Regional Specialist - **Asia**	Team:	Tailormade
Reports to:	Tailormade & E-sales Manager	Reporting in:	N/A

Role Summary and Job Purpose:

The Regional Specialist is responsible for maximising every sales opportunity, whilst maintaining the highest levels of customer service and ensuring the customer experience is at the heart of all decisions made. You will be sales orientated and motivated with relevant travel experience and the ability to exceed sales targets. You will be a strong communicator, with excellent geographical and product knowledge, with a strong attention to detail, well organised and able to prioritise workloads.

Key Responsibilities:

- To be responsible for the agreed profit margin of an area of the world and to consistently achieve sales revenue and service targets in line with agreed team and individual KPIs.
- To be responsible for planning tailor-made itineraries to meet customer requests, taking ownership of the itinerary from the initial quotation stage through to departure.
- To provide personalised customer service of the highest level at all times.
- To use own travel experience to assist with customer queries and engage with customers to meet their individual travel needs.
- To pro-actively promote additional services and maximise sales opportunities to consistently achieve team and company KPIs for sales and service targets.
- To create and provide attractive customer facing documentation in order to quote customers in agreed timescales and to follow up all quotes to ensure that the maximum conversion level is achieved.
- To collect all necessary information from client & confirm all details with ground agent to ensure that the booking can proceed.
- To maintain the product database, updating and creating product descriptions in line with company expectations, using the style guide and naming convention.
- To book flights at point of sale using the designated company system.
- To ensure a customer-focused approach is adopted in all assigned responsibilities. Flexible attitude in undertaking required tasks.
- To execute all assigned tasks and booking administration efficiently, ensuring targets and KPIs are met and exceeded.
- To use sound judgement to manage difficult customer situations.
- To be a member of a motivated team and take an active role in engendering a positive, energetic and customer-focused working environment.
- To be flexible and willing to help out with any other area of the business as necessary.

Skills and Experience:

	Essential	Desirable
Experience within a travel sales environment.	✓	
Experience of working to sales targets and KPIs.	✓	
Experience of booking flights using GDS.	✓	
Extensive travel experience specifically in India, Vietnam and/ or Sri Lanka	✓	
Focus on accuracy and quality and maintain excellent attention to detail.	✓	
Demonstrate strong, grammatically correct writing skills.	✓	
Ability to multi-task through effective planning, prioritising and organising of workload.	✓	
Demonstrate good communication skills over telephone and electronically.	✓	
Ability to adapt to change, meet the changing demands of the work environment as well as other unexpected demands.	✓	
Ability to treat people with respect under all circumstances, install trust and uphold the values of the business.	✓	
Experience of selling tailor-made itineraries.		✓

Education:

	Essential	Desirable
GCSE English and Maths Grade C or above.	✓	

Explore reserves the right to vary your tasks, duties and responsibilities at any time and from time to time according to the needs of the Company's business. However, you will not be assigned to duties or required to perform services which you cannot reasonably perform or which are outside the range of your normal skills and experience. There will also be times when you may be asked to transfer, either temporarily or permanently, to an alternative job within the Company. Where this is agreed with you, either on a temporary or a permanent basis, it will be confirmed to you in writing.

Date of Description: 21st September 2017