

Job Description

Role: Tour & Office Operative
 Salary: £24,000 Full Time/ Pro –Rata Part Time
 Hours: Full Time/ Part Time
 Other Info: As per contract & legal employment rules

Executive's work behind the scenes and front line to insure all aspects of a tour come together (hotels, Meals, Excursions and coach/bus/train/flight arrangements) in order to successfully run all travel related products. In addition you will be need to sell products to the general public. Responsibilities for operative's staff vary but will usually include call handling, sales development and conducting tours.

Typical work activities

- Accompanying groups travelling by coach, although on specialist tours travel may be by mini-bus, car, boat, train or plane
- Welcoming groups of holiday makers at their starting point and announcing details of travel arrangements and stop-over points
- Checking tickets and other relevant documents, seat allocations and any special requirements
- Commentating during the journey on places of interest along the route
- Communicating a range of information on itineraries, destinations and culture
- Informing passengers of arrival and departure times at each destination on the itinerary (including ensuring that all members of the group are back on the coach before departing from each stop);
- Organising entry to attractions and transport, such as Boat Cruises, Monuments etc
- Responding to questions and offering help with any problems that arise - ranging from simple matters, such as directing a member of the group to the nearest chemist, to more serious issues, such as tracing lost baggage, etc;
- dealing with emergencies, such as helping a holidaymaker who is ill or those needing to contact family members urgently;
- Making contact in advance with places to stay or visit to check details and arrangements
- Advising about facilities, such as sights, restaurants and shops, at each destination;
- Promoting and marketing the business, sometimes to new or niche markets
- Selling travel products and tour packages
- Liaising with travel partners, including airlines and hotels, to manage bookings and schedules, often one year in advance
- Dealing with customer enquiries and aiming to meet their expectations
- Overseeing the smooth, efficient running of the business.
- Sending Rooming and Seating lists accordingly
- Managing, booking and cancelling services for all travel related products
- Working closely with other parts of the business to help answer customer queries
- Problem-solving for various aspects of the business
- Sending out brochures, payment chase ups and sales enquiries
- Use of sale reporting tools

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