

# JOB DESCRIPTION



## SALES & QUOTATIONS EXECUTIVE

<b>Person specification:</b>	Being creative, detail-orientated, client focused, commercially aware
<b>Requirements:</b>	Good knowledge of our destinations Great Britain and Ireland, fluency in English (written and spoken), being fluent in German would be an advantage; being IT literate, experience of Tourplan, being comfortable with simple maths
<b>Reports to:</b>	DACH - Sales & Product Team Leader
<b>Job specification:</b>	Creating quotations, costings and well-presented, interesting and profitable itineraries to our clients. Being able to customise quotes for different client territory, market segments, and client type, whilst delivering quotes that are timely competitive and with margin flagged

### Key Tasks:

- Creating and preparing itineraries and quotations for Groups, within an agreed time frame, and in an agreed presentation style, with the aid of Tourplan.
- Costing tours with prices from contracted hotels, events and experiences. Producing a quotation and detailed itinerary for the client in an effort to make the sale
- Understanding and developing a strong commercial relationship with our clients: knowing what type of tour they prefer, their market position (cheap, luxury, mid-range), and the products that are most suitable for maximum sales; understanding the clients' sales cycle ensuring we are quoting for the right business at the right time
- Meeting our clients' requirements and matching this information with our product database to ensure that the best possible itinerary is planned and that opportunities for increasing sales revenue are maximised by suggesting additional services
- Being aware of the different types of clients and shaping the itinerary and budget accordingly
- Ensuring price and margin of our offer is competitive and profitable, within the company's pricing guidelines; objective is to maximise margin on all quotations
- Being prompt and efficient and accurate in the creation of quotes
- Hotel placement for quotations where necessary
- Following up with the client in a timely way to convert offers and quotes into profitable sales with client satisfaction
- Maintaining electronic (and paper where appropriate) filing systems for all group quotes & costing in line with procedures
- Preparation of tours: generating bookings in Tourplan and requesting services to our suppliers
- Checking itineraries (feasibility & conformity with clients' publication)





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## Additional tasks:

- Understanding the market and the competitive landscape and pressures, and working with the client to grow their business and our business with them
- Ensuring that the details of your portfolio of clients are effectively recorded in the company CRM and reporting systems
- Account managing an assigned portfolio of clients as necessary
- Supporting and following up on client confirmations with hotel confirmations where necessary in support of the wider team
- Supporting 24- hour emergency assistance to customers when required to do so
- To flexibly support team members of the same region (and other regions where business requirements demand) to fulfil their role as and when needed, for business reasons such as productivity, expertise absence, illness etc.

**This job description is intended only as a guide to the main responsibilities and it in no way intends to restrict any individual in the performance of other duties as may be required by the Company**

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