

## JOB DESCRIPTION

### **Gift List & Customer Service Co-ordinator**

The Turquoise Holiday Company is an award-winning tour operator specialising in bespoke, long haul honeymoons, family holidays and tailor made, once-in-lifetime journeys to Africa, the Indian Ocean, Sri Lanka, Asia, Australia, New Zealand, Canada, California, the South Pacific, the Middle East and the Caribbean.

Established in 2002, we have built our business by creating unique and authentic experiences which offer our clients not only the best service, advice and experience, but the chance to embrace the essence of a destination, 'live as a local' and have a truly Turquoise journey. Our aim is to put the excitement and romance back into the travel experience and our luxury is about space, privacy, passion and style. Our partners throughout the world are the very best guides and hosts, whose engaging enthusiasm and genuine hospitality are all part of the Turquoise experience. Our team of experts hand-pick properties which celebrate the culture, gastronomy, architecture, nature and spirit of their locations.

#### **Join our team**

We are excited to be recruiting for a Gift List & Customer Services Co-ordinator to join our dynamic, fun and growing travel company. We are extremely proud to be one of the only family owned and run operators of our size in the UK. We strive to offer a friendly and inspirational work place with fantastic travel benefits, on-going training, development, a strong social committee and the opportunity to further successful careers within the travel industry.

#### **Overview of the role**

The gift list is an integral part of the business and differentiates Turquoise as a honeymoon specialist amongst its competitors. We have worked tirelessly to gain an exceptional and highly regarded reputation for our customer service and the gift list is no exception. For the first time, this role will also be incorporating other elements of customer service within the business, alongside managing the gift list. Working closely with the product, marketing and sales teams, we are looking to streamline our customer service process, concentrating on all elements of the booking journey.

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## Key duties of the role

### *Gift List*

- Working with the relevant product managers and suppliers to secure excursions, activities and spa treatments for Turquoise honeymooners
- Promoting and selling said experiences to gift list clients
- Promotion of the gift list internally to sales team in order to increase gift list numbers. Quarterly targets will be set
- Reporting monthly on numbers and sales of gift list products
- Attending industry events, trade shows and wedding fairs to promote the gift list
- Content curation for website, blog and gift list pages, including the maintenance of the gift list guide
- Managing client payments and refunds
- Managing loading and pricing of all gifts in the CMS
- Training the sales team on the gift list and enabling them to take phone payments
- Managing the database of existing clients to ensure user experience is seamless
- Delivering exceptional customer services at all points of the gift list journey
- Managing the email content and information sent to gift list clients
- Working alongside accounts to ensure balances are correct and relevant to each booking

### *Customer Service*

- Working closely with the marketing team to manage and implement repeat and referral schemes, using the existing Turquoise database
- Analysis of the customer booking journey for all markets, feeding back to sales, marketing and product on what can be done to improve the current process
- Supporting the sales team with up-selling extras and upgrades pre-departure.
- Supporting marketing with the development of third-party relationships and how we can incorporate these within the booking journey
- Supporting operations with the loading and documentation process, assisting where necessary and focussing on how the process can be improved
- Learning, engaging and using the CRM system to segment database

## Core Competencies Required

- A natural affinity with the Turquoise brand and a true passion for travel
- Attention to detail and a desire to learn and grow within the company and the role
- Outstanding written and verbal communication skills
- Competency of IT systems such as Word, Excel and Outlook
- Excellent organisational and presentation skills
- Ability to work independently and to multi task to make things happen
- Smart, professional and passionate disposition
- Hands on approach and a willingness to learn new skills
- Must be able to commit to spending time in both London and Beaconsfield offices.

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## Remuneration

- £22,000 - £24,000 p/a
- 20 days annual leave
- FAM trip and travel benefits

## Conditions of employment

- Reporting to the Marketing Director
- This role will be based at Turquoise HQ in Beaconsfield, Buckinghamshire
- The completion of an initial three-month probationary period

## How to apply?

Please send CV and covering letter to [lizzie.jones@turquoiseholidays.co.uk](mailto:lizzie.jones@turquoiseholidays.co.uk)