



Travel Consultant Vacancy

Salary £28K - £30k depending on experience

Tailor Made Rail is a dynamic and expanding tour operator specialising in rail holidays around Europe and beyond. We are looking for an enthusiastic, self-motivated individual with a hands-on approach to join our small and friendly team at our Farringdon office in Central London. Reporting to the Managing Director, you'll be responsible for handling incoming enquiries by phone and email and constructing bespoke itineraries for our discerning client base.

You will make certain that customer service levels are maintained throughout all interactions with clients, offering recommendations and advice as well as best sales practises to maximise conversion of incoming enquiries.

As a member of a small team, you'll be expected to help out in all areas of the business and you will be directly involved in the development of new processes. This is an exciting opportunity to help contribute to a young and growing business, with plenty of scope to develop skills and experience.

Responsibilities and Duties:

- Taking incoming enquiries by phone or email and converting those enquiries into sales

- Follow-up of unconverted enquiries to maximise conversion
- Communicate in a timely manner with key suppliers to ensure the accuracy of travel arrangements
- Completion of necessary administration tasks associated with the booking process
- Maintain excellent levels of after-sales service, including in-trip queries or issues
- Attending occasional industry events
- Travelling on familiarisation trips to enhance your knowledge of the product

Knowledge and Skills Required:

- Flexible and reliable with a passion for sales
- Excellent accuracy and attention to detail
- Excellent written and spoken English
- Working knowledge of European geography, preferably with some experience of travelling in Europe by train
- At least one year's experience working in an office environment. Travel industry experience would be beneficial, but is not essential
- IT literacy
- Familiarity with one or more European languages, particularly Italian, French or German would be useful