



Company Values	Delight Principles
<b>Dedicated</b>	To excellence in customer service
<b>Enthusiastic</b>	Have passion for everything that we do
<b>Likeable</b>	Friendly and fun
<b>Improving</b>	Always seeking to enhance the quality of everything we do
<b>Giving</b>	Generous and warm hearted
<b>Hungry</b>	For success
<b>Teamwork</b>	Communicate at all times

### Job Description

**Job Title:** Customer Service Agent

**Department:** Customer Service

**Reporting to:** Customer Service Team Leader

#### Summary of Role:

Provide excellent service to our clients and hotels, dealing with enquiries quickly and efficiently to maximise conversions into bookings throughout the Customer Service Team.

#### Key Accountabilities / Activities:

- Handle inbound and outbound calls with clients and hotels.
- Deal with all enquiries within agreed service level agreements (SLA's), consistently prioritising throughout the day.
- Work with the Customer Service Team to meet required levels of bookings and commissions.
- Provide the management team with feedback on what's going well and not well e.g. hotel rates that are not competitive.
- Support hotelshopUK by providing assistance to other departments as and when required.
- Know the hotels we work with and keep up-to-date with the processes you need to follow.
- Follow the customer complaints process, ensuring Team Leaders are advised.
- Ensure that you have your own reviews/appraisals and complete the necessary paperwork
- Attend a minimum of four hotel familiarisation (FAM) trips per annum.

#### Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974.
- To demonstrate a working knowledge of fire prevention and to follow the hotel evacuation plan on hearing the alarm.
- To be security conscious with respect to /staff/ property/welfare and to report suspicious circumstances to your Manager.

## General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application.
- To maintain a high standard of personal hygiene and grooming at all times.
- To co-operate and communicate with colleagues and Management to ensure effective department teamwork and high morale.
- To attend any meetings, training sessions or courses that may be beneficial to you and your department.
- To follow any procedures set up for energy conservation.

**Hours of work** - Full Time, 40 Hours a week, cover evenings, weekends and Bank Holidays on a rota basis.

**Operating hours** - Monday to Friday 08:00 to 20:00, Saturday & Sunday 10:00 to 16:00

**Salary** - £7.85 per hour

## Flexibility

Due to the nature of the business, a degree of flexibility is required, and the post holder may be required to perform certain tasks not specifically referred to above.

## Person specification & skills required:

Criteria	Essential	Desirable
<b>Qualifications</b>	GCSE English & Maths	
<b>Attainments/competencies (list as required)</b>	Proactive planning Commercial Awareness	Computer literate Written & verbal communicator at all levels Customer Focused Attention to detail Motivational skills
<b>Previous experience</b>	Flexible in their approach and be able to priorities work	Effective time manager Good relationship builder Contact Centre experience
<b>Experience required</b>	At least 1 years' experience in a similar role Ability to work on own initiative and to tight timescales when necessary	Experience with problem solving and customer complaints Knowledge of CRM systems
<b>Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)</b>	Enthusiastic self-starter able to work on own initiative Willingness to learn Well organised Have a positive attitude	