

est. 2006

F & P

TRAVEL

**FULL TIME
JUNIOR SALES CONSULTANT**

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JOB DESCRIPTION

location: Home working but requirement to meet team members in London and Surrey once a month.

about us: We are a purposely small but growing tailor-made travel company specialising in personalised travel experiences to create “Holidays of a lifetime, for a lifetime”. We pride ourselves on offering a truly personal and expert service curating unforgettable journeys for all of our guest’s holiday needs. We are a close team of travel and hotel lovers who desire to continually develop our travel knowledge and have our F&P guest experience at the forefront of everything we do.

job description: As a Junior Sales Consultant at F&P Travel, you will play a crucial role in supporting our existing team of experienced travel consultants. As our business grows we are seeking support with our European trips in particular – for our guests who are looking for a one-centre holiday for relaxation and luxury on the doorstep. While the role will initially involve more behind-the-scenes support tasks, you will quickly transition to a more guest-facing position, interacting directly with our guests to create tailored travel experiences.

KEY RESPONSIBILITIES:

SUPPORTING SALES TEAM: Assist the senior travel consultants in various tasks, including research, itinerary planning, and administrative duties, generating quotes and contacting suppliers for rates and availability.

LEARNING AND DEVELOPMENT: Acquire in-depth knowledge of our destinations, products, and services to effectively assist guests in planning their ideal vacations – this will likely involve European travel.

GUEST COMMUNICATION: Liaise with guests via email and phone to understand their preferences, requirements, and budget constraints.

ITINERARY CREATION: Collaborate with the sales team to design bespoke itineraries that meet the unique needs of each guest, with a focus on holidays in Europe.

Sales Conversion: Work towards achieving sales targets by effectively presenting travel options and persuading guests to book with us.

RELATIONSHIP BUILDING: Cultivate positive relationships with guests and suppliers, providing exceptional customer service and ensuring their satisfaction throughout the booking process.

SALESFORCE MANAGEMENT: Ensure our booking system (Salesforce) is kept up to date with the latest client information, including contact details, preferences, and booking history.

ADHOC ADMIN & SUPPORT: When required supporting the wider team with adhoc administration and support i.e. assisting the concierge team at their busiest time of year or marketing on various projects

WEEKEND PHONE / EMAIL COVER: There might be a requirement for this on a rotation basis of up to 4 times per year

REQUIREMENTS:

- Previous experience in sales, customer service, or the travel industry – particularly European destinations is advantageous but not essential.
- Excellent communication and interpersonal skills.
- Strong attention to detail and organisational abilities.
- Passion for travel and willingness to learn about new destinations.
- Good geographical and general knowledge of Europe.
- Ability to work collaboratively in a team environment remotely
- Proficiency in MS Office
- Right to live and work in the United Kingdom
- A good self-motivator and time management skills
- Sustainability values

GOOD TO HAVE:

- Experience with a CRM platform such as Salesforce
- Bachelor's degree in Hospitality, Tourism, Business, or related field preferred
- Luxury travel experience
- A love for skiing, food and the natural world!

BENEFITS:

- Competitive salary and performance-based incentives.
- 28 days holiday allowance (inclusive of bank holidays)
- Opportunity for career growth and advancement within a dynamic team
- Industry rates for personal travel
- Meet-ups in London, Surrey, the Alps!
- Travel opportunities to develop knowledge of our product
- Opportunity for a discounted F&P ski chalet holiday on a last minute basis
- Being part of this exciting growth phase of the F&P
- Comprehensive training and ongoing support from our small but experienced team
- Flexibility within your role to work on projects and as a wider team to ensure we don't miss the important things in life.
- Paid leave for:
 - Your birthday (when it falls on a working day)
 - 1 day for professional development
 - 1 day for volunteering

HOW TO APPLY: If you're passionate about travel and eager to kickstart your career in the travel industry, we'd love to hear from you! Please send us your CV and a cover letter outlining your relevant experience and why you're the perfect fit for this role to recruitment@fandptravel.com

PLEASE NOTE THAT THIS IS A FULL TIME ROLE WITH WORKING HOURS FROM 9AM-6PM MONDAY TO FRIDAY. I'M AFRAID THAT WE ARE UNABLE TO CONSIDER ANY APPLICANTS WHO ARE NOT AVAILABLE FOR THESE WORKING HOURS.



