

Sales Advisor

As a successful and rapidly growing UK travel company expands into the United States, we are seeking a dynamic, results-driven Sales Advisor who thrives in a consultative sales environment and is passionate about creating extraordinary travel experiences.

Imagine Cruising is a UK-based cruise and tour specialist with global offices in Australia, New Zealand, and South Africa — and we are now expanding into the U.S. market. We curate once-in-a-lifetime, bucket-list itineraries that combine world-class cruise vacations with expertly escorted tours, luxury rail journeys, and premium hotel stays.

We are cruise specialists — but we offer far more than just a cruise. This role plays a critical part in delivering the first stage of our customer journey. We are looking for a driven sales professional who can confidently convert inbound inquiries into unforgettable travel experiences while consistently achieving KPIs. Initial onboarding includes a 4-week training period in the UK, with potential future opportunities to visit our international offices for top performers.

Key Responsibilities

- Handle inbound sales calls and identify customer needs using a consultative sales approach
- Build rapport quickly and recommend tailored cruise-and-tour vacation packages
- Present complex, high-value itineraries with confidence and expertise
- Create meaningful customer engagement, overcome objections, and close sales
- Offer alternative solutions when original itineraries do not align with client preferences
- Meet or exceed KPIs related to:
 - Conversion rates
 - Gross margins
 - Data capture accuracy
 - Call handling performance
- Accurately calculate pricing and deliver timely, detailed quotations
- Complete booking administration with precision and compliance

- Collaborate within a high-energy reservations team to drive collective performance
- Work cross-functionally to ensure a seamless and premium customer journey
- Adhere to call center compliance standards, including FTC regulations, state Seller of Travel laws, and data protection policies

Skills & Experience

- Travel industry experience required
- Cruise sales experience highly preferred
- Experience selling high-value, multi-component vacations is advantageous
- Strong computer literacy
- Working knowledge of Excel, Word, Outlook, and internet research tools

Critical Competencies

- Highly motivated, goal-oriented sales professional with strong self-discipline
- Proven ability to achieve and exceed KPIs in a commission-based environment
- Strong commercial acumen, including understanding gross margin and profitability
- Skilled at building rapport and establishing trust quickly
- Adaptable communication style to deliver personalized service
- Organized and accountable, with a strong sense of ownership
- Resilient and energized by working in a fast-paced, target-driven environment
- Excellent listening, negotiation, and closing skills
- Flexible availability, including weekends and extended hours as required
- Exceptional attention to detail