

Job Title	Sales and Customer Communications Executive	Salary	TBC
Department	Concierge		
Reports To	Concierge Manager	JD date	30 th September 2026

Job Information**Type of Role**

Full Time, Permanent

Job Purpose

A key role to enhance our existing customer's holiday packages with a focus to increase margins using upsell techniques. Maintaining a good relationship with our customers and working closely alongside various departments across the business.

Accountabilities:

- To communicate with customers prior to travel to upgrade packages i.e. flights, cabins, hotels and tours.
- Have good understanding of profit margin and upsell requirements
- To communicate with suppliers to request and confirm availability
- Understand customer's needs and expectations to deliver excellent customer support throughout
- Respond promptly to customer enquiries
- Produce accurate admin work to complete any action taken
- Be proactive in solving the customers' issues, maintaining high standards of service at all times
- Outbound call passengers to give relevant information on their booking, and to proactively upsell where possible
- Be highly accurate in the administration work and ensure all notes are left on files
- Strong understanding of packages to enable effective recommendations of any holiday

Qualifications/ skills/ experience / knowledge

- Must be able to work flexible shift patterns including potential nightshifts (as required)
- Knowledge of customer service principles and practices
- Must be confident working alone and as part of a team
- Must demonstrate a significant level of self-motivation and initiative
- An ability to work to deadlines with good attention to detail
- Able to remain calm under pressure and problem solve accordingly
- Must be reliable with a flexible approach
- Excellent communication skills – verbal and written - essential
- Able to work extended hours on occasions
- Have vast knowledge in terms of products and cruising

Financial Information

- Annual holiday plus bank holidays
- Health Care scheme
- Pension – employers 3%, employee 5%
- Annual Discretionary Company Bonus
- 3 x Life Assurance
- Birthday leave
- Car Parking