

Hotelplan UK is a well-established and profitable family of travel and tour operating businesses with a strong tradition of excellence, quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in the UK and overseas are focussed to ensuring that we meet, indeed exceed, the expectations of our customers.

Our vision is 'creating amazing holiday experiences to be proud of'.

Your job will be: Resort Representative

Your Manager will be: Reps. Manager

What you will be doing;

- Attending a pre-season briefing/training course.
- Ensure your familiarisation with all excursions and events.
- Assisting with the completion of Resort and Property information reports, brochure accuracy checks, and building work reports.
- Creating and updating information books and notice boards.
- Creating and updating Welcome Packs.
- Preparing and develop airport transfer speeches and welcome meeting content to be informative and relevant.
- Preparing and develop excursion guiding content in order to enhance our guests' holiday experience.
- Prepare, develop and host Christmas Parties.
- Providing guests with advice, information and assistance at all times
- Regular property visits.
- Accompanying guests to and from the airport.
- Developing thorough knowledge of country and resort information to pass onto guests.
- Accompany and guide guests on excursions/events and maintain involvement in guest activities, such as husky and reindeer safaris, plus visits to Santa at his workshop.
- Ensuring your guests receive all the components of the holiday they booked; i.e. travel arrangements, accommodation and optional extras.
- Handle any guest grievances and complaints effectively, whilst demonstrating courtesy, consideration and genuine kindness.
- Enhance guests' holiday by the sale and promotion of in resort optional extras such as excursions or events not included in the initial cost of a Santa Break holiday, or not pre booked by guests before their arrival in resort.
- Encourage guests to complete online Guest Feedback Forms from guests ensuring that the service level and return rate exceeds targets.
- Maximise sales and exceed targets set by effective promotion and marketing of in-resort extras such as excursions and evening events together with optional resort extras.
- Ensure that resort sales are accounted for weekly.
- To provide information, reports and accounts in an efficient and timely manner as required by the Ops Office and various departments in the UK Head Office.

What type of person are we looking for;

- Customer service experience; showing dedication to offer our guests the most amazing holiday experience
- Enthusiastic, lively, sociable, friendly and a team player
- Previous seasonal experience (desirable)
- Flexible and adaptable approach to roles, responsibilities and working hours.

What's important to us: Our Company Values;

- Be Passionate in everything we do
- Work together as a United team
- Be innovative embracing and driving change

- Trusted, open and honest
- Stand out and be distinctive

Your job description is written to describe the general content of expected duties of the role. It is not exclusive or exhaustive and you may be required to undertake other duties that are reasonable and relevant to the scope of the role as the business requires. We aim to review job descriptions regularly to ensure they are an accurate representation of your role. A job specific task list will be discussed with you at training/once in resort.