

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: Santa Breaks Resort Representative

Your Manager will be: Reps. Manager

What you will be doing;

- Ensuring familiarity with all excursions and events in the Programme.
- Assisting with the completion of Resort and Property information reports, brochure accuracy checks, and building work reports.
- Creating and update information books and notice boards.
- Creating and updating Welcome Packs.
- Prepare and develop airport transfer speeches and welcome meeting content which are both informative and relevant to the Santa Break Programme.
- Preparing and developing excursion content to enhance guest holiday experience.
- Preparing, developing and hosting Christmas Parties in resort for guests twice a week. This will include liaising with venue staff, arranging seating plans, music play lists, games to be played, guests meeting Santa, and the overall smooth running of the evening.
- Providing guests with advice, information and assistance at all times
- Regular property visits
- Accompanying guests to and from the airport
- Preparing, developing and delivering a fun, festive and informative Welcome Meeting.
- Developing a thorough knowledge of country and resort.
- Accompanying guests on excursions/events and maintain involvement in activities.
- Ensuring that the guests receive all the components of the holiday they booked; i.e. travel arrangements, accommodation and optional extras.
- Handling any guest grievances and complaints effectively, whilst demonstrating courtesy, consideration and genuine kindness.
- Enhancing guests' holiday by the sale and promotion of optional extras such as excursions or events.
- Encouraging guests to complete online Guest Feedback Forms from guests ensuring that the service level and return rate exceeds targets.
- Maximising 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.
- Ensuring 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.