



Welcome to Distant Journeys, a fast-growing UK based company specialising in escorted group tours to Australia, New Zealand, South Africa, Kenya, India, Nepal & Bhutan, Japan, China, Borneo, Sri Lanka, Vietnam & Cambodia, Canada, Alaska, USA, Costa Rica and South America.

We are true escorted touring experts, and have won numerous awards at the British Travel Awards, most recently 'Best Small Holiday Company to Australasia', 'Best Small Holiday to Sub-Saharan Africa' and 'Best Small Escorted Tours Holiday Company'.

Our holidays offer unparalleled adventure and once in a lifetime travel experiences.

Our customers are at the heart of what we do, and this is reflected across our company – from our customer service awards to the passion of our teams on the ground in the destinations we operate in.

Due to unprecedented growth we are looking to expand our talented team.



## **Reservations Consultant**

**Department:** Reservations

**Reporting to:** Reservations Team Leader

**Location:** Ormskirk, Lancashire – office based

**Salary:** £26,000

### **Purpose of the role**

Responsible for converting enquiries into confirmed bookings by promoting and selling escorted tour holidays to long-haul destinations. The role is key to delivering exceptional customer experiences while driving revenue and building a loyal customer base through knowledgeable, tailored advice and professional service.

### **Key responsibilities**

#### **1. Convert enquiries into bookings**

- Respond promptly to incoming enquiries via phone and email, delivering expert advice and personalised recommendations.
- Promote the full range of tour products, highlighting key selling points and upselling relevant services such as upgrades and extensions.
- Proactively follow up on open enquiries, nurturing leads and maintaining contact until bookings are secured or concerns with a solution-oriented approach to protect customer relationships.

#### **2. Understand customer needs and deliver tailored solutions**

- Understand individual preferences to offer personalised travel recommendations.
- Overcome objections by offering suitable alternatives that meet customer requirements.

#### **3. Booking management and documentation**

- Process bookings accurately and efficiently, maintaining high standards of documentation and CRM updates.
- Liaise with departments such as Aviation, Operations, and Product to finalise arrangements.

#### **4. Customer relationship and issue resolution**

- Build rapport and trust with customers to encourage repeat bookings and referrals.
- Handle complaints

#### **5. Sales performance and continuous improvement**

- Contribute to team sales targets and monitor personal KPIs.
- Continuously seek ways to improve personal conversion rates and sales effectiveness.

#### **6. Product knowledge and team support**

- Maintain up-to-date knowledge of company products, pricing, and promotions.
- Share customer insights and market trends with the wider team.
- Participate in training and product update sessions.
- Support team and company goals by assisting colleagues and undertaking additional duties as required.

**Skills & Experience Required**

- Proven experience in a customer-facing sales or reservations role, ideally within travel, hospitality, or service sectors.
- Strong sales orientation with a track record of meeting or exceeding targets.
- Clear, persuasive communicator, able to build rapport and influence decisions by phone and in writing.
- Passionate about delivering exceptional service and memorable experiences.
- Confident in handling objections and managing sensitive queries constructively.
- Self-motivated with strong personal accountability and goal ownership.
- Excellent attention to detail in managing bookings and documentation.
- GCSE Grade C or above (or equivalent) in Maths and English.
- Comfortable using CRM systems and email platforms.
- Knowledge of long-haul destinations or escorted touring holidays (desirable).

**Personal Attributes**

- Driven and results-oriented, with a strong desire to succeed.
- Enthusiastic, confident, and professional in all interactions.
- Empathetic and customer-focused, able to balance sales with satisfaction.
- Collaborative and supportive team player.
- Organised and adaptable, managing multiple priorities effectively.
- Eager to learn and grow within the sales and travel industry.