

DEPARTMENT: TAILORMADE Adventures

WORKING HOURS: 09h30 - 17h30 Mon - Fri with various Saturdays or evening events (ad-hoc)

OVERVIEW:

“**Your adventure. Your way.**” Tailormade Adventures is the newest and fastest growing department at Exodus Travels. This venture aims to increase sales of customisable Tours and Packages for independent and private group clients—this is a product for people who want to go on an Exodus organised trip with all that comes with it (expert guides, equipment, logistics) but don’t want the constraints of set dates or unknown companions and want bespoke elements. These trips have no minimum numbers and are aimed at couples, families, or groups of friends.

Working closely with our Sales, Customer Operations, and Marketing teams, **you'll sell and service Tailormade holidays to clients who call in or email us.** You'll provide clients with accurate and timely information such as booking confirmations, documents, trip notes, or invoices, all whilst **maximising conversion with inspirational selling techniques.**

You will also have responsibility for managing relationships with suppliers and Local teams to design sample itineraries, negotiate rates and be a point of contact for any discussion.

ROLE:

- Achieve personal sales targets whilst helping achieve the **Tailormade** revenue targets
- Offer fantastic customer service to all clients by delivering prompt quotations
- Administer sales enquiries and process bookings (working closely with other departments)
- Generate customer documentation including invoices, confirmations, and work with Customer Operations team to ensure accurate information has been collected for Client final instructions and Supplier manifests—ensuring all booking documentation is despatched on time
- Collect and load client personal details as well as arranging all specific seat and meal requests
- Respond to client questions and requests (pre-travel) by phone and email
- Work with Customer Operations to take payment and send updated documentation for extra services arranged post-sales
- Sell insurance and any ancillary products as well as booking extra services or special requests
- Keep clients informed and updated of all changes to flights and itineraries
- Manage administration of all group visas, permits, and tourist cards
- Liaise with suppliers to gather quotes for services based on client requests
- Liaise with Suppliers to obtain rates for sample itineraries and new Tailormade product
- Check all documentation for suppliers, internal departments and clients is accurate and up to date
- Manage trip-specific details as well as availability / room allocation for your trips

Attend holiday shows, travel workshops, and trade events (may involve evenings, weekends, and overseas travel)

ABOUT YOU:

You're an experienced, well-travelled **Sales and Reservations champion** and **star communicator** with good geographical knowledge and a passion for **adventure and active travel**—you have at least 18 months of experience working in a **customer facing role within the travel industry.** The candidate will ideally be **working in Tailormade sales** with experience of working on Bespoke and Custom itineraries. Working knowledge of a GDS system is distinctive advantage, but certainly not essential.

You aim to exceed any target set, you're super organised, and you **genuinely care about the details.** You're confident in dealing with clients and external suppliers in a friendly, professional manner and you're comfortable handling client complaints with grace and diplomacy. Your hard work and dedication is unmatched—not to mention your **drive to succeed** and ability to learn quickly. You pride yourself on your ability to **manage conflicting priorities** whilst maintaining a **flexible and proactive approach** to your responsibilities, whether you're working autonomously or as part of a team.

This role would really suit someone looking for an exciting **next step in the travel industry** as it involves all aspects of the day-to-day mechanics, **not just sales**—it would also offer a level of seniority and **opportunity to grow** as the department does. As you'll be helping develop a new department, you will need to be prepared to assist in many different areas—not just servicing clients' needs and working on quotes.

HOW TO APPLY:

Please submit your CV and covering letter to the Talent Team on talent@travelopia.com