

## JOB DESCRIPTION

|  |                         |                    |                                |
|--|-------------------------|--------------------|--------------------------------|
| <b>Job title:</b>                                      | Tailor-made Expert      | <b>Department:</b> | Sales Support                  |
| <b>Reports directly to:</b>                            | Tailor-made Team Leader | <b>Office:</b>     | SGN, HAN, DPS, CUN, SJO or PUJ |
| <b>Number of employees reporting to this position:</b> | None                    | <b>Updated:</b>    | October 2021                   |

### POSITION PURPOSE

As a member of the Discova Tailor-made Sales team you will be a part of a group of passionate individuals who are committed to consistently delivering an excellent sales experience and who take pride in their expertise of Discova’s product offerings and destinations. Discova’s Tailor-made Travel Experts take a keen interest in every request they receive – go above and beyond to deliver the most innovative and sellable proposals for our partners in the most responsive and accessible way.

As a Tailor-made Travel Expert you are focused on exceeding the agent’s expectations from start to finish whilst driven to achieve your individual sales target. Your goal is to secure the sale, and to do that you are able to critically assess the needs and interests of the customer; to prepare a well-crafted itinerary full of carefully chosen inclusions and suppliers. You are able to clearly explain your rationale for the proposal provided to ensure that the agent has the tools needed to make the sale.

### JOB SPECIFICATIONS:

| Accountabilities  | Responsibilities  | Metrics   |
|-------------------|---|---|
| Tailor-made sales | <ul style="list-style-type: none"> <li>Receive and handle B2B enquiry according to Discova’s One Best Way</li> <li>Carefully qualify every enquiry received; identify the Purpose for travel, and what might motivate and drive a traveller to book</li> <li>Prepare thoughtful, well-considered proposals that reflect the needs and interests of the travelers</li> <li>Communicate clearly about recommendations made regarding itinerary, suppliers, inclusions, etc., to help secure the sale</li> <li>Build sales opportunity by consistently providing appropriate upsell opportunities including alternative suppliers, optionals tours, or upgrade options</li> <li>Ensure that all requests are handled according to turnaround time commitments, including change requests or amendments, confirmations, etc.</li> <li>Adhere to follow up guidelines to ensure that no enquiry is left unattended; for lost enquiry, query the reason for loss and input in reporting dashboard</li> <li>Overcome objections by updating proposals, providing further recommendation or explanation, or otherwise adapting to the feedback received</li> <li>Build rapport with partners by engaging with them where they need us, be it by phone, email, text, chat/messenger, or video call</li> <li>Develop ‘sticky’ relationships with agents and partners by showing your interest in them and their customers, beyond just the request at hand</li> </ul> | <ul style="list-style-type: none"> <li>Conversion rate targets</li> <li>Gross profit targets</li> <li>Sales/revenue target</li> </ul> |

|                            |   |  |
|----------------------------|---|--|
| <p>Business acumen</p>     | <ul style="list-style-type: none"> <li>• Carefully prepare documentation including proposals, confirmations, vouchers, invoices, etc., necessary to the sale and operation of tailor-made touring</li> <li>• Ensure all details of itinerary has been entered in to the system correctly and reconfirming every aspect of the booking before passing on documents to partners and information to fulfillment team.</li> <li>• Coordinate internally to ensure that all services are booked as needed</li> <li>• Ensure all follow up is input correctly into Discova’s system message queue</li> <li>• Generate invoices, request payment, and follow up with Finance to ensure invoices are paid as per timeline</li> <li>• Follow all reporting guidelines</li> </ul> | <ul style="list-style-type: none"> <li>• Monthly review</li> </ul> |
| <p>Ongoing development</p> | <ul style="list-style-type: none"> <li>• Participate in ongoing trainings to learn about product updates, destination news, supplier news, and other Sales Support sessions</li> <li>• Stay informed of industry trends, customer habits and interests, destination and supplier news, and other topics that will help confirm sales</li> </ul>   | <ul style="list-style-type: none"> <li>• Monthly review</li> </ul> |

### ESSENTIAL QUALIFICATIONS AND EXPERIENCE

- A degree in tourism and hospitality is an advantage.
- Minimum 1-year experience in the tourism industry or inbound tourism is desirable.
- Fluent in both written and spoken English is required and other European languages would be an advantage.
- Experience working towards and achieving sales targets and KPI's
- Advanced computer skills and the ability to confidently learn new computer systems

### SKILL AND ATTRIBUTES

- Outstanding sales skills with strong customer care focus.
- Results Orientated.
- Excellent organizational skills with the ability to be flexible
- Excellent communicator, comfortable communicating by phone, video calls, email, and chat/messenger
- High attention to detail
- Able to work under pressure and juggle multiple tasks.
- Solution focused and great at problem solving.
- Able to work independently and within a team assisting team members to help everyone achieve results.
- Flexible rotating roster that may include late nights, weekends, and early mornings and flexible with uncertainties/changing priorities and under pressure.
- Willing to travel on business when required.
- Personally, aligned with Discova’s company purpose and values.
- Proficient with Microsoft Office applications and Discova’s systems would be an advantage.