



Reservations Agent – Fluent French & English

Norwegian Cruise Line Holdings Ltd is a leading global cruise company which operates the Norwegian Cruise Line, Oceania Cruises and Regent Seven Seas Cruises brands.

Our people are truly what makes us stand out from the crowd! The success of our company is simply down to its hard working and passionate team members. In our UK based Southampton office; Norwegian Cruise Line, Oceania Cruises and Regent Seven Seas continue to go from strength to strength with proven success.

As the company continues to grow we look for likeminded individuals to join our team, who share our appetite for success and enjoy working in a fun environment. Team members are rewarded well for their efforts with competitive salaries and benefits.

We have an exciting opportunity in the NCL Reservations department for the post Reservations Agent, based in our Southampton office. We are looking for candidates with 2 languages – French plus English (fluent written and spoken)

BASIC PURPOSE

- To achieve and exceed business goals and objectives by converting enquiries from both Travel Agents and Direct Guests
- Match individual customers' needs to the right holiday for them
- Resolve Travel Agent and Guest queries promptly via incoming calls
- Respond to all incoming email, faxes and written correspondence in a timely manner
- Up-selling on stateroom accommodation
- Deliver an exceptional level of Customer Service at all times

Main Duties and Responsibilities:

- Achieve and exceed monthly sales conversion targets as set by the business



- To provide each call with the features and benefits of Freestyle cruising to raise product awareness
- Consistently exceed customers' expectations by delivering an exceptional customer experience on each call
- To achieve first call resolution on sales enquiries
- To assist with other departments as and when requested
- Participate in ongoing incentives and training as and when applicable
- Handle a large volume of incoming calls
- Participate in 1-2-1's/Appraisals on a monthly basis
- To receive and action sales enquiries via email and fax as and when receive
- Be able to handle to up to 70 calls per day
- Answer calls within Service Level agreements, 30 seconds
- Resolve all queries at first contact where possible.
- Respond within 24 hours to all 'pending' enquiries and keep caller fully updated
- Respond to all written enquiries within 24 hours
- Exceeding daily/monthly conversion targets
- Dealing with a busy environment
- Answering calls within the required time
- Ability to resolve calls at first resolution
- Exceeding daily/weekly conversion targets
- Dealing with a busy environment



- Making agreed amount of outbound calls per day

Qualifications:

- Outstanding verbal and written communication skills with the ability to build rapport
- Possess exceptional Customer Service skills with a strong desire to work in a Customer Service role
- Must be solution focused and able to use initiative to problem solve
- Must be able to remain calm and patient under pressure
- Able to remain confident and assertive
- Positive and enthusiastic approach with a dedicated and flexible attitude
- Self-motivated
- Highly organized with the ability to prioritise, whilst paying strong attention to detail
- IT Literate – Experience of Travel Reservation systems and MS Outlook, Word and Excel
- At least 1-3 years travel industry experience – ideally with experience in a customer service role.
- Will ideally have worked in a Contact Centre environment
- Exceptional Sales Skills
- GNVQ in Travel and Tourism preferred
- Ideally 1-3 Years Travel Experience
- Galileo or Amadeus Experience would be an advantage
- Ideally Call Centre or Travel agency experience
- Must be a Strong and Clear Communicator with an excellent telephone manner
- Attention to detail and Organizational skills



- Ability to work well as part of a Team, dedicated and flexible.
- French & English Skills (Fluent written & oral)

**We offer a diverse, exciting and international working environment and are looking to strengthen our team from the earliest possible date, so if you believe you meet our profile and are what we are looking for, then please send your C.V and covering letter to mjose@nclcorp.com Short listed candidates will be contacted within 30 days of their application being received.
No Agencies Please.**