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## *Job Details*



### *Tour Manager*

#### Reference

SAG00453

#### Job Title

Tour Manager

#### Company

Acromas Travel Ltd

#### Salary

Various

#### Location

Overseas

#### Closing Date

10/08/2014 23:59

#### Job Description Summary

SAGA HOLIDAYS is Britain's most experienced specialist Tour Operator for holidaymakers who are aged 50 years and over. SAGA is primarily a direct sell, off-peak tour operator, with a varied programme of holidays. These range from Long-Haul, European and UK (Short Haul) tours, Long Haul, European and UK resort stay, Cruising, Short Break holidays and Special Interests programmes, such as Bridge, Walking, Singles, Archaeology, Art Appreciation, Gardens and Music. Our field staff will be able to provide an excellent level of service and able to gain customer confidence through knowledge and a genuine concern for their wellbeing and enjoyment of their holiday. Tour Managers are responsible for the smooth running of their tour, ensuring that customers have an enjoyable and problem free holiday. Tour Managers must possess a professional approach in order to maintain and reflect a high standard of service and customer care as set out by the Company and will comply with and implement procedures as laid down by Head Office and the Operational Manual. The role of a Tour Manager does involve long hours, and being on call 24 hours a day whilst on tour.

#### Requirements

• Ability to work independently, under pressure and own initiative • Decision making skills • Leadership skills • Ability to liaise with suppliers • Fluency or good working knowledge of a second language (for work in Europe only) • Flexible approach to work • Organisational & time management skills • Presentation skills • Ability to take ownership of issues • Negotiation skills • Accounting skills • Diplomatic skills

## Responsibilities

- Meet and greet at airport and airport departures, coach and railway stations. - Ensure the itinerary runs as advertised. - Re-confirming accommodation en route. - Porterage arrangements. - Prepare and deliver welcome meetings. - Excursion sales (where applicable). - Safety and cleanliness of coach (ensuring driver complies with these requirements), completion of coach safety checklist. - Ensure PA system is working on coach used. - Enforce company no smoking policy and seat rotation. - Research itinerary. - Provide commentary en route. - Inform customers of currency changes, immigrations/custom and excise. - Guiding of excursions (if applicable). - Confirming guides/bookings. - Re-confirm flight tickets/departures and return train and coach tickets. - Report Writing (liaising with Head Office on issues that may arise on tour). - Sales/Expenditure Accounting. - Ensure that the company logo is displayed at all times on the coach. - Organise and be present at evening activities as and when specified or when necessary. - Deal with customer illness, death, repatriation and liaison with assistance company and Head Office. - Manage hotel quality, including liaison with hotel managers where necessary.

## The Individual

• Experience within the travel industry • Customer service experience • Previous work as a Tour Manager

## Additional information

Full board accommodation will be provided on tour, and Saga Holidays will be responsible for all arrangements and costs for travel between the United Kingdom and start/end of tour. Transportation will be public. We are specifically looking for Tour Managers to work in Greece, Italy, Turkey, Malta, France, Prague Czech Republic and Jordan. Other destinations may be added. Please note that interviews are planned to take place from Friday 6th June 2014.

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