



Job Description

Job Title :	Guest Relations Representative
Department :	Guest Relations-Seabourn & HAL
Reporting to (Job Title) :	Seattle Guest Relations Supervisor/UK Contact Centre Manager
Date of issue:	19/12/2018
Issued by (name):	Sarah-Jane Jacobs

Overall Purpose of Role:

To respond to Seabourn & Holland America Line Guests/Travel Advisors pre, mid or post departure by a variety of mediums including, but not limited to, telephone, email or letter. Responsible for identifying feedback trends, and providing recommendations for service improvements. Support Seabourn & Holland America Line UK Reservations team, as a secondary point of escalation, in addition to providing "expert" brand assistance when required. Upholding and supporting the delivery of company key performance Indicators, whilst striving to improve Customer Service for the Seabourn & Holland America Line UK market.

Main Activities and Responsibilities:

- a. Review guest and travel -advisors letters, email, and phone calls received regarding enquiries, complaints, and praise and communicate internally with the appropriate company personnel to resolve the issues.
- b. Respond to customer feedback during and after their cruise experience with Seabourn & Holland America Line, primarily by telephone or by email and letter in an efficient and professional manner, working within internal timescales, and those set by the ABTA Code of Conduct.
- c. Interpret company policies regarding guest complaints to determine if compensation is warranted and authorise compensation when appropriate.
- d. Process responses for guest and travel advisors feedback
- e. To act as a point of escalation for Seabourn & Holland America Line Reservations UK when a pre-cruise issue cannot be resolved.
- f. Maintain relationships with travel professionals, management on board Seabourn & Holland America Line ships, sales reps, and all internal and external customers.
- g. Identify problem areas both internally and externally for all products and work with appropriate personnel to resolve them.
- h. To be a point of expert assistance to the Seabourn & Holland America Line UK team.
- i. To work with the MD & Sales Director to handle escalated matters from them.

- j. To act as an extension to our Seabourn Concierge team, being aware of VIP guests and agents and looking at every opportunity to surpass expectations, delivering truly intuitive Seabourn moments

Person Specification

Experience, Education, Qualifications and Training

Essential

- One years' experience in a customer service & complaints role with proven communication skills.

Desirable

- Ship board/CUK Guest Service background
- Legal knowledge and ABTA/ATOL experience
- Knowledge of POLAR
- Knowledge of Siebel
- NVQ in Guest Service.
- Recognised qualification in Travel & Tourism

Work Based Competencies

Essential:

- High level of computer literacy, including English Language, written and verbal
- Strong listening and verbal communication skills
- Calm under pressure, always staying in control
- Excellent telephone skills
- Excellent organisational skills and ability to prioritise a varied and heavy work load
- Ability to work to strict deadlines, and maintain confidential Information
- Proven attention to detail
- Takes full ownership for resolution of complaints, being creative with finding a solution

Behavioural Competencies

Essential:

- Understand we are **Better Together** by being able to communicate effectively and influence at all levels, with a respectful and tactful approach at all times
- Ability to build effective working relationships at all levels
- Possesses excellent attention to detail to all aspects of work
- Be **Passionate about Happiness**, being proactive and enthusiastic
- Calm and composed when working under pressure and to deadlines
- Be **Guest Obsessed** in delivering genuine and intuitive service
- Determined and Courageous in finding the right solution
- Flexible and adaptable approach to tasks and working hours

Other Features of Job

- Southampton based role
 - Full time position
 - 37.5 hours per week
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