



We are one of the leading incoming tour operators specialising in Great Britain and Ireland. Our clients are based throughout Europe with the majority in German and French speaking countries. For our London/Harrow based office we are currently seeking for immediate start

Operations Consultant

Our Operations Department ensures our clients have the best possible holiday experience in Great Britain and Ireland. They are the main contact for our clients and suppliers from the point of booking, until the tour's completion.

Responsibilities include:

- Preparation of the tours: generating the bookings in our reservation system Tourplan and requesting the services to our suppliers
- Checking itineraries (feasibility & conformity with clients' publication)
- Booking and planning all services according to the itinerary
- Dealing with additional client wishes
- Distributing all necessary information to all partners so that tours run smoothly from start to finish
- Issuing the correct documentation (e.g. invoices, vouchers, travel documents) on time
- Providing 24-hour emergency assistance to German speaking customers

Required skills and experience:

- A passion for our destinations Great Britain and Ireland
- A positive attitude
- A good problem solver
- An effective team player
- An accurate working style, with attention to detail
- Strong spoken and written communication skills
- Language skills: fluency in both written and spoken German and English
- Previous experience in group or coach travel is an advantage
- Proficiency in Microsoft Office Packages (Outlook, Word, Excel)

We offer:

- a position with responsibility and variety
- a modern, air-conditioned office in North West London with state of the art office equipment
- international environment: our multinational team work with international clients
- various training programmes (e.g. familiarisation trips to gain deeper knowledge of our destination)
- Benefits include contribution towards gym memberships, season ticket loan, discount platform

Please also visit our website www.hotels-more.com for further details and FAQs.

Please send your application (incl. letter of motivation with your salary expectations and CV in English, reference letters and certificates) stating your earliest starting date via e-mail to: jobs@hotels-more.com.

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