

# CRYSTAL<sup>®</sup>

## JOB DESCRIPTION

JOB TITLE:	Personal Cruise Consultant - Outbound	JOB LEVEL:	Experienced
DEPARTMENT:	Sales		
REPORTS TO:	Director of Consumer Sales	DATE:	May 2023
LOCATION	Melbourne, Australia	STATUS	Permanent, Full-time

### Job Summary

Crystal Cruises is seeking highly motivated and experienced candidates to join our Consumer Sales Team. You will join a high-performance team generating revenue by closing cruise sales from past guests and other sources. We are searching for sales professionals who are confident, positive, passionate, and looking for a new challenge in the luxury travel industry.

*This full-time role is an outbound sales position, where you are proactively phoning out to new enquiries and past guests.*

This position comes with the opportunity to earn uncapped commission on top of the base salary.

### Essential Job Duties

- Identify sales opportunities and close sales over the phone.
- Promoting sales to consumers by acting on leads to identify travel needs, present/explain Crystal Cruises' products and make travel recommendations.
- Providing seamless cruise and customer service experience, from the initial sales call to confirming the reservation/booking and facilitating the flow of information.
- Establish quality customer relationships by delivering superior customer service, establishing rapport, identifying, and meeting customer needs and expectations.
- Provide information to assist guests about Crystal Cruises ships, destinations, itineraries, and policies.
- Sell Crystal Cruises utilizing knowledge of product features, benefits, and pricing. Make recommendations to include promotions, itineraries, and auxiliary products such as suite upgrades, travel protection, special requests.
- Assist guests in resolving minor problems pertaining to new and existing bookings.
- Ensure booking details are complete and accurate in accordance with department guidelines; properly notating all bookings ensuring 100% precision on every call.
- Meeting or exceeding customer booking and revenue goals and properly following up with guests and completing tasks in a CRM within guidelines.
- Meet or exceed established Crystal Cruises Sales & Service standards.
- Meet or exceed established sales goals and conversion standards selling cruises to worldwide destinations along with optional programs such as air, land, hotels.

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- Acquire and maintain in-depth industry and Crystal Cruises knowledge to articulate cruise product features, benefits, pricing and make recommendations to include promotions, itineraries, onboard credits.
- Building long-term relationships with luxury cruise customers.
- Attending and actively participating in team meetings and training to ensure use of appropriate sales techniques and use of accurate information communicated to potential guests.
- Maximize conversions by urgently following up with web requests or assigned leads. Completing all profile and itinerary information and following up within expected timeframe
- Collaborate with all other internal departments to facilitate booking process and sales; communicate cruise related requests to the appropriate department.
- Follow accurate policies and procedures advising visa & vaccine requirements.
- Make recommendations for process, procedure, and technological improvements.
- Adhere to assigned schedule.
- Sales projects as determined by management.

## Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Functions, duties, responsibilities, and activities may change at any time with or without notice.

## Competency

Education: University qualification preferred

Experience: 2 years sales and luxury customer service experience is required. Experience including telephone sales with luxury consumer products is preferred.

## Skills/Qualifications:

- Strong verbal and written communication skills including professional telephone etiquette. English and any other additional language is a bonus (Mandarin/Chinese preferred).
- The ability to handle guest issues and overcome objections.
- Ability to quickly learn and maintain current knowledge of Crystal Cruises' products and services.
- Ability to work well and maintain professional composure while under stress and pressure.
- Possess a strong drive and high energy to reach and exceed specified sales goals.
- Interpersonal skills to work effectively in a team-based environment.
- Strong customer service skills to create a positive guest experience.
- Must be able to multi-task and work in a high energy sales and service environment that is goal/quota driven.
- Demonstrated knowledge of Microsoft Office applications, CRM software, and experience with travel reservations systems is a plus.

## Work Environment

Melbourne office based. Works in a typical office environment with quiet-to-moderate noise generated by computer printer and light traffic. Remote working for 1+ days a week is a possibility once the probation period has passed.

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## **Physical Demands**

Requires sitting, standing, walking, bending, and reaching. May require some lifting or pushing. Requires manual dexterity sufficient to operate standard office machines such as computers, calculators, the telephone, and other office equipment.

## **Expected Hours of Work**

- Monday to Friday + Saturday availability
- Weekend availability