



1 Melville Park, Newbridge, Edinburgh, EH28 8PJ

Job Description – Sports Tour Director UK Wide

COMPANY OVERVIEW

Trans World Educational Experiences' (twedex.com) tailor-made sports-education experiences provide a global-perspective, complement and enrich the curriculum, and leave a lasting impact on participants future development. We use sport as a universal language to give children of all ages and abilities access to world class travel experiences - training with professional coaches; playing matches against local opposition; touring the iconic stadiums; and watching live top-flight games. We are now looking for an outstanding person to join our team to deliver our offering to domestic and international markets.

DESCRIPTION

Trans World is constantly expanding and growing in stature as one of the leading Sports Tour Companies in the UK, Europe and the Middle-East. As we scale we need to maintain the quality of our staff and tours and ensure that we living our values in everything we do. A Trans World Tour Director is one of the most important roles in the company, not only will you spend more contact time with the customers but you will also represent our company's philosophy and ethos. The Tour Director is responsible for looking after our groups on bespoke sports tours that have been created by the team of full-time staff at Trans World with the group leader.

The main priority is to ensure the safety of the customers, and then have them enjoy their experience ensuring everything runs as smoothly as possible. As the public face of the company, the Tour Director must create an excellent first impression and continue to provide outstanding customer service to customers throughout the duration of their stay.

The role involves holding welcome meetings, handling complaints and resolving problems as they arise. The role involves but is not limited to:

- Meeting groups at the airport
- Escorting groups to their accommodation
- Organising and hosting introductory meetings
- Responding to customer queries
- Checking hotel standards and safety procedures
- Handling customer issues, such as: lost luggage or passports; with rooms; injuries
- Dealing with unforeseen 'non-customer' problems, e.g. flight delays, weather conditions



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- Establishing and maintaining relationships with local hoteliers and travel companies
- Ensuring that customers arrive early to matches and sports sessions
- Taking part in and organising daytime and evening entertainment
- Keeping basic accounts and records ensuring that all feedback is relayed to Head Office
- Working with Trans World TV to interview participants and run media activities

REQUIREMENTS

Social skills:

- Providing information e.g. at welcome meeting, transfer commentaries on the bus
- Creating rapport: empathizing; providing a helpful and friendly service
- Informal and formal communications
- Responding appropriately to different customers
- Knowledge of Manchester and/or London

Customer service skills:

- Identifying and meeting customer needs
- Dealing with queries and complaints
- Knowledge of product

Organisational skills

- Punctual
- Ability to work effectively under pressure
- Ability to think ahead

Risk management skills:

- Carry out routine procedures e.g. health and safety checks, risk assessments
- Reporting incidents e.g. accidents, illness.

CONDITIONS

Trans World Tour Directors will be paid a daily rate for their time, as well as all expenses covered and match tickets to live sporting events included.

Interested persons should send an email their CV and a covering letter to journeys@twedex.com before 15 August, 2017.