



Job title: International Guest Relationship Manager **(2 positions available/International Applicants welcome)**

Reports to: Head of Operations / CEO

Location: Homebased with occasional travel/in person meetings

Company Overview

ESPIRE is an exclusive luxury travel and concierge company that excels at offering comprehensive end to end bespoke travel experiences. ESPIRE is motivated by a passion for hospitality and we're never satisfied with the status quo—instead, we're striving to revolutionize the luxury travel space. Our professional travel experts are always at hand to wade through the endless travel options to ensure that your unique package exceeds all your expectations.

ESPIRE provides the very best service offering, from private transfers to exclusive tours, luxurious hotels, one of a kind experiences and memories to last a lifetime. Our professional travel experts and relationship managers have scoured the market to uncover travel secrets and create top of the line experiences, and it's our passion to share them with you.

Overview of Role

We are looking for diverse candidates with a strong work ethic and dedicated interest in the luxury hospitality and travel industry. Ideal candidates should be confident and self motivated and have a passion for people, luxury travel and service excellence. The candidate should have excellent interpersonal skills and also be detail-oriented, digitally savvy, and driven to provide high-quality work on exciting projects. We are looking for those who have a willingness to participate in a fast-moving work environment while being able to manage multiple tasks and activities simultaneously.

The primary purpose of the role is to personally manage Espire's VIP guest clientele, establishing and maintaining a professional and personal relationship with each VIP guest. You will deliver an exemplary and tailored service, meeting each guests specific needs and preferences, while offering a friendly and professional service. Specialized expert training will be provided to the successful candidate and you will use your travel expertise, knowledge and insight to advise, inspire and arrange all aspects of guests bespoke luxury holidays.

Duties:

- Building and maintaining positive rapport with each guest/VIP Clientele, building an in-depth understanding of each of their likes and preferences through regular and personalised contact.
- Liaising with guests through telephone, email communications as well as occasional in person meetings, virtual meetings and attendance of client events as required.

- Arranging every aspect of each guests holiday, including; preparation of tailored itineraries and quotes, flight and luxury transfer arrangements, assisting with ad-hoc requests etc. All information must be loaded accurately into the relevant systems/formats, adhering to company policy.
- Managing amendments and cancellations of holidays as they arise, and maintain high levels of service throughout the process.
- Competently use all internal systems for reservations and bookings. Full training will be provided in this regard.
- Identifying and acting on opportunities to introduce new innovative packages/lines of business to Espire while working closely with Head of Operations/CEO.
- Establishing and maintaining strong positive relationships with outsourced stakeholders in order to maximise the value and experience you add to each guests dream vacation experience.
- Working closely with Head of Operations to regularly review guest feedback and identify areas of improvement.
- Assisting guests with any issues that arise during their vacation and resolving any issues/ complaints quickly and effectively.
- When relevant, offering out of normal hours client support in emergency situations, while collaborating with the Head of Operations as required.
- Continuously broadening your travel knowledge, sales skills and expertise by attending internal training, participating in familiarisation trips and supplier training, attending trade shows and reading luxury travel publications.

Experience and skills required:

- Experience and successful track record of relationship management.
- Overseas travel experience for relevant destinations and experience.
- Confident, self-motivated with proven track record of working independently.
- Results orientated with high ambition and drive.
- Enjoys and demonstrates a mature approach in client interactions and networking.
- Excellent listener and articulate communicator.
- Ability to work positively within a team, demonstrating team orientated skills, is essential.
- Ability to multitask, especially under periods of sustained pressure.
- Excellent interpersonal skills, with ability to think strategically and contribute to projects.
- Proficient with Microsoft Word

Remuneration and Working Hours

Remuneration is essentially performance driven and market related. Working hours are part time and flexible with huge focus on delivery

How to apply

If you possess the experience, attitude and passion to make a real difference for ESPIRE in the luxury travel space, then please e mail your CV, together with a short summary/cover letter of why you feel you would be ideal for this role to careers@espire.global

Closing date for applications is **Monday 20 September**.