

TUI Contact Centre Agent

Be right at the heart of our famous 24/7 TUI Destination Service Team as one of our international **Contact Centre Agents**. As the friendly voice of TUI - you will use every single contact as an opportunity to make our guests smile and 'live happy'.

ABOUT THE JOB

- When guests contact us 24/7 from around the world on holiday - you will be the one to listen and respond using modern technology.
- You will proactively resolve any complaints from our guests using your fantastic people skills to make them happy.
- You will also successfully collaborate with other TUI departments daily.
- All of this will offer you a fantastic opportunity to grow quickly with market leading training and support to help you achieve your goals.

If you love travel and all the things that our amazing holiday destinations can offer - you will probably be great at sharing that passion with our guests on holiday. Learn all about this opportunity and life at our central Palma contact centre throughout your recruitment experience.

ABOUT YOU

- You are a true people person - confident communicating and potentially selling to international guests.
- Efficient & organized - a problem solver, multitasker and good listener who stays calm under pressure.
- You can quickly learn - about the job, about all the modern technology needed to do it and all about our incredible products & services.
- You have strong verbal & written English, German, Polish, Dutch, French, Scandinavian or Finnish language skills.
- Able to work flexible shift patterns including rotating daytime and occasional night shifts.