

Endless career paths



to

pursue

TUI Service Support Rep

Are you ready to embark on an exciting journey in the world of travel and tourism? Combine your passion for travel with work, creating unforgettable moments as one of our digitally experienced and helpful **Service Support Reps**.

ABOUT THE JOB

- Create special moments for our guests through both digital and face-to-face interactions. Make them feel welcome and happy, building a strong connection with each one.
- Engage with guests from around the world to identify their needs and offer tailored recommendations. Provide local expertise to help match our products with guests' preferences, ensuring they have an exceptional and personalized experience.
- Stay flexible: Effectively manage changes and challenging scenarios, providing crucial support for high-profile cases and hospitalizations. Ensure guests receive appropriate care and help, including face-to-face interactions when needed.
- Collaborate with colleagues, teams, suppliers, and partners from all over the world. Respect and embrace our diverse TUI culture.
- Monitor progress with service updates, as well as guest feedback and celebrate successes in meeting targets, solving problems, and providing great service.

ABOUT YOU

- Dedicated to making our guests happy, going above and beyond to create unforgettable experiences.
- A quick learner, ready to master the technology and tools needed for the role. Embrace feedback and excel in managing online guest queries with efficiency and professionalism.
- Excel in fast-paced and dynamic environments, using multitasking and organizational skills to handle a variety of guest interactions and responsibilities seamlessly.
- Proactively identify and resolve issues creatively before they escalate. Handle high-profile cases with a calm and empathetic approach, turning challenging situations into positive outcomes through thoughtful solutions.
- Communicate clearly and effectively, both face-to-face and online. Able to adjust style to fit the situation, keep interactions positive, and confident to present in front of an audience.
- Hold a driving license and fully conversational in English. Additional languages would be a great asset.

From a workplace to a place to belong, we embrace diversity, equity and inclusion, encouraging everyone to come as you are, because together our potential is limitless. We are committed to supporting candidates with disabilities and impairments so if you require any support, please do let us know.