

Travel Adviser – The Office, Crawley

Virgin Atlantic

The Image

At Virgin Atlantic we're renowned for our high standards of customer service and know that first impressions count.

Our Reservations Team creates a rapport with our callers, understanding their needs, and providing advice and assistance on all their travel requirements. The responsibilities are varied and include promoting Virgin's ever expanding range of services, whilst maintaining our high levels of customer service.

The Demands

Speaking to around 100 callers each day, you need to be self-motivated whilst maintaining high levels of accuracy in this busy environment. On your shift pattern there will be a variety of start and finish times, including some early mornings and late nights. Don't forget, shift work means you might have to work weekends and bank holidays.

The interview

The interview process consists of a group interview, which will last approximately one and a half hours. You will then take part in a series of exercises. Our experienced recruitment assessors will monitor your performance and look for specific competencies such as customer relationships, service orientation, and attention to detail. If you are successful through the group stage, you will be asked to attend an individual interview with two recruitment assessors. You will be notified of the outcome of this final stage in writing.

The Rewards

The starting salary is generous and, as a shift worker, you will also receive a shift allowance. There is an increase to the basic salary on successful completion of your six-month probationary period.

On completion of the probationary period, you will be entitled to a generous holiday allowance and a discretionary benefits package which includes a pension, life assurance, Virgin Group discount scheme, and concessionary travel (one of the best in the business!).

Pledger, Pat (2007). English for Human Resources. Oxford University Press. p.15