



**Job Title:** Customer Services

**Company:** Dover Sea Safari Boat Tours

**Location:** Dover, Kent.

**Job Type:** Seasonal Full-time.

**Overview:**

As Customer Services at Dover Sea Safari Boat Tours, you will play a vital role in ensuring exceptional customer service and smooth operations at our facility. You will be the first point of contact for guests, providing them with information, assistance, and a warm welcome as they embark on their maritime adventures with us. This role requires excellent communication skills, attention to detail, and a passion for delivering outstanding customer experiences.

**Key Responsibilities:**

1. **Customer Service:** Greet guests warmly as they arrive, provide information about tours, schedules, and pricing, and assist with booking reservations both in person and over the phone. Handle enquiries, complaints, and feedback in a professional and courteous manner.
2. **Administrative Support:** Perform administrative tasks such as answering phones, responding to emails, processing payments, and maintaining booking records accurately. Assist with general office duties to ensure efficient operations.
3. **Tour Coordination:** Collaborate with tour guides and boat skippers to coordinate tour schedules, manage guest arrivals and departures, and ensure timely departures of boat tours. Provide guests with safety briefings and instructions before boarding.
4. **Sales and Upselling:** Promote additional services, merchandise, or upgrades to guests to enhance their experience and increase revenue. Actively engage in upselling techniques while maintaining a customer-centric approach.
5. **Guest Experience Enhancement:** Continuously strive to enhance the overall guest experience by anticipating needs, offering personalised recommendations, and providing exceptional service at every touchpoint. Maintain a clean, organised, and welcoming reception area.
6. **Team Collaboration:** Work closely with other team members, including tour guides, boat skippers, and management, to ensure seamless coordination of activities and adherence to company policies and procedures.

# DOVER SEA SAFARI

## **Qualifications:**

- Proven experience in a customer service or hospitality role, preferably in a tourism-related industry.
- Excellent communication skills, both verbal and written, with a friendly and professional demeanour.
- Strong organisational skills and attention to detail, with the ability to multitask and prioritise tasks effectively.
- Proficiency in basic computer applications, including Microsoft Office 365 and booking software.
- Ability to work flexible hours, including weekends and holidays, to accommodate the operational needs of the business.
- Knowledge of maritime safety procedures and regulations is advantageous but not required.
- A passion for the maritime industry and a genuine interest in providing memorable experiences for guests.

## **Benefits:**

- Competitive hourly rate based on experience.
- Employee discounts on tours and merchandise.
- A dynamic and supportive work environment with a passionate team.
- Contribution to promoting tourism and showcasing the natural beauty of the Dover coastline.

## **Application Process:**

To apply for the Customer Services position at Dover Sea Safari Boat Tours, please submit your resume and a cover letter highlighting your relevant experience and why you are passionate about joining our team. We look forward to welcoming enthusiastic individuals who are dedicated to delivering exceptional service and creating memorable moments for our guests.

**[info@doverseasafari.co.uk](mailto:info@doverseasafari.co.uk)**