

# GILTEDGE

## Inbound Product and Quality Control Manager – Giltedge Travel

Giltedge Travel, South Africa's leading luxury tour operator, is looking for a product and quality control manager for their Inbound division. The position is based in Westlake, Tokai (Southern Suburbs.)

Applicants need to be able to work well under pressure, have good communication skills and be able to multitask. Accuracy, attention to detail and a sense of urgency is vital.

The position will need to be developed by the successful candidate, so being organized and showing initiative is essential. You will need to be able to learn new systems quickly and experience with Travelogic is an advantage.

This is a new position within the company with the core responsibility to ensure our clients are receiving the highest levels of service and the company remains an industry leader in product offerings, with consultants who have exceptional product knowledge.

### Key Requirements

- 5 years' Senior tour consulting experience
- Excellent knowledge of Southern and East Africa
- Excellent property knowledge ie: hotels, boutique, game lodges , day tours , adventures and experiences
- Good organizational skills
- Excellent accuracy and attention to detail
- Very well spoken with good telephone manner
- Service orientated
- Excellent client and supplier liaison skills

### Duties and Responsibilities

- Weekly product training session for the team on a destination
- Intensive product training with new junior consultants to fast track them
- Ongoing daily product training with all consultants – i.e. helping on individual requests with suggestions and guidance
- Schedule supplier presentations / training
- Schedule site inspections / breakfasts and dinners at hotels etc. for the team to increase product knowledge
- Schedule consultants to attend workshops and functions
- Create educational materials for the consultants and distribute them fairly among the team
- Ensure that consultants returning from educational materials (even just site inspections to hotels) present to the team within 10 days of returning, share their feedback with the Digital Marketing Team and prepare a written report to save for everyone to refer back to
- Visit new products and select what is relevant to Giltedge. This should include hotels, experiences, adventures. This must be followed up with both verbal and written feedback to the team (incl Digital Marketing).
- Work closely with the Digital Marketing team to assist them with material and ideas for social media platforms and agent newsletters.

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GILTEDGE TRAVEL (PTY) LTD TRADING AS GILTEDGE AFRICA  
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- Attend workshops & functions arranged by suppliers as well as organizations such as Cape Town Tourism
- Update 'Travel with an Edge' with any relevant new info / ideas
- Working closely with TSC regarding supplier challenges / rates etc.
- Deal with non TSC suppliers directly to form relationships and negotiate rates / contracts.
- Sift through information & important updates from TSC and suppliers to share with the team (provide the team with a summary)
- Work on supplier specials for website / agents
- Update final document presentation (including final itineraries, document layout, travel wallets, possible duffle bags)
- TSC training programme – manage the implementation and monitor progress / assessments
- Update 'Travel with an Edge' with any relevant new info / ideas
- Compiling fam trips for agents travelling from abroad
- Working closely with TSC regarding supplier challenges / rates etc.
- Make sure Travelogic is updated with latest images / descriptions
- Work with group digital manager, and content editor on agent newsletters
- Compile 'standard' itineraries which consultants can use in first responses, etc. Also, create private labelled versions for our agents
- Pull supplier reports for TSC
- Quality control of proposals before they're sent out.
- Spot checks of e-mail communication style / standard
- Manage all packages for The Giltedge Group

## Key Performance Areas

- Clients receiving the excellent levels of service associated with the company
- Good communication between the company, clients, agents and service providers
- Clients experiences exceeding expectation.
- Inbound team up to date on all suppliers and destinations.
- Inbound team have exceptional product knowledge.
- Successful roll out and continued implementation of the TSC training programme.
- Correspondence sent out of the company error free.
- Correspondence sent out of the company in correct style, font, logos etc.

Competitive salary with benefits.

Please send your complete CV and motivational cover letter to [donovan@gilt-edge.com](mailto:donovan@gilt-edge.com) .

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