



# DREAM ESCAPE

## CAREER OPPORTUNITY: GUEST EXPERIENCE EXECUTIVE

Dream Escape is a leading luxury travel design company and destination specialist offering the ultimate in exclusive and inspirational customised travel experiences to the UK and Ireland. We are currently looking for a Guest Experience Executive to play a key role within our Guest Experience department based in the New Town area of Edinburgh. This is a full-time position on a permanent contract.

The chosen candidates will support our existing Guest Experience team and will be responsible for liaising with suppliers (primarily luxury hotels, transport providers, sightseeing attractions etc.) to help plan and operate unique and bespoke itineraries.

### Main Duties and Responsibilities:

- Working within the Guest Experience team to deliver tailor-made trips across the UK & Ireland.
- Booking services and suppliers for confirmed itineraries as required.
- Producing final programme documentation for clients and internal operational programmes.
- Maintaining an accurate cost and invoice log.
- Working closely with the Travel Design and Guiding team to create a seamless guest experience.
- Requesting and following up on guest feedback.
- Regular communication with Travel Advisors, direct clients, preferred partners and suppliers.
- Maintaining, developing, and nurturing key relationships with hotels and other suppliers within the UK and Ireland
- Telephone and e-mail cover as part of an out-of-hours on-call rota

### Essential Requirements:

- Previous relevant experience within the events or travel industry.
- An incredible attention to detail together with a logical mindset.
- Exceptional organisational capabilities.
- Very strong numeracy skills
- Excellent communication skills.
- Highly motivated with a bright personality.
- Genuine passion for providing outstanding service to our clients and suppliers.
- Ability to manage multiple projects at the same time, and prioritise workload.
- Effective time management and ability to work under pressure.
- Ability to handle unforeseen problems and complaints and use initiative.
- Advanced Microsoft Office skills.

Salary will be dependent on experience

Send your CV to Rebecca Morrison at [rebecca@dreamescape.co.uk](mailto:rebecca@dreamescape.co.uk)

Dream Escape works with all the key travel consortia and agencies attending all the key travel trade shows like ILTM & PURE. High-profile brand clients include DIAGEO, with whom Dream Escape are the sole partner for VIP global incentive sales & marketing programmes to their distilleries in Scotland.



*About us*

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