



Proprietary TLC Relationship Management (P) Ltd.

Job Title: Tele Sales Executive

Reporting To: _____

Location: _____

Job Purpose: To sell Hotel Memberships and generate leads to Individuals over the telephone as per approved script and guidelines of the Company.

Responsibilities and Accountabilities

1. Attend Training to develop relevant knowledge, technique and Skills.
2. Follow approved scripts and Objections at all times. Always be honest to the customer and escalate the call if unable to answer a query. Never guess a response.
3. Understand customer needs and adjust Sales Flow to target the benefits most suited to the customer.
4. All Sales and Commitments made must be made honestly as per the approved offer and policy.
5. Must participate in lead generation as an independent exercise as well as on all validated Sales Calls to support the Company's Member Get Member Program. All leads must be closed on a daily basis with accurate lead closure reasons.
6. Must follow established Company / Statuary Policy with respect to DNC and Mobile Calling. All follow up calls must be made in a timely manner.
7. All Company data must be maintained as confidential and no paper / details from the Company should be taken out of the office.
8. The Sales Form must be accurately completed and similarly the Renewal form accurately updated.
9. Monitor and report on market and competitor activity in an accurate and timely manner any by writing in Log Books.
10. All customer / Member queries must be entered in the Log Book and to ensure these are responded to / followed up in a timely manner and the loop closed with the customer.
11. Must follow office discipline in terms of attendance, timings, security policy, data confidentiality and other office policies and guidelines at all times. Leaves must be approved in advance. All policies on grooming, use of hotel facilities etc must be followed as per Company Policy.
12. Escalate to senior Management of the Company any feedback which could improve the quality of the working of the Company or inform regarding any policies not being followed by the Centre.

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