



**Exceptional tours,  
expertly delivered**

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### Transport Apprentice WST Travel Ltd

#### About Next Generation/ WST Travel Ltd

Our vision is to be the fastest growing UK specialist school tour operator.

Our mission is to deliver exceptional levels of tailor-made service to schools with highly skilled and trained staff members who shall earn a reputation for being the best operators in the market.

#### About Next Generation / WST's Values and Behaviours

The successful candidate will be expected to behave in a manner equal to the position. This role requires flexibility of hours, passion for service delivery, energy application and vision as required by the business. This role may also require the post holder to stay away from home on occasion.

WST's behaviours are to be focused on our Customers, to listen actively, to work as a team, to empower others and to show empathy.

#### **WST's Values are that we will demonstrate:**

**Trustworthiness**- we are open and honest with our customers and colleagues and treat them with warmth, trust and respect.

**Passion** - we are proud of our company, what our mission is and celebrate our achievements as a team.

**Flexibility** – we will work with our customers to tailor make tours at their request, pace and expected standards.

**Dynamic** – Positively drives solutions, is a forward thinker and open to change.

**Professionalism** - by consistently delivering excellence and innovation our professionalism will shine through - the WST Difference.

All of the above behaviours will be supported by our experienced senior management team and continual learning practices.

Being part of WST's team means that you will benefit from an annually reviewed salary, regular training & development opportunities and working within an exciting, energetic and innovative culture where reward and recognition are aligned with our success from working together.

## **About The Role**

Title: **Transport Apprentice**

Reporting to: Transport Team Leader

Location: Bispham, Blackpool

The main focus of this role is to deliver exceptional customer service both internally, by supporting the team and also externally to clients and our suppliers.

You will liaise with both external suppliers and internal clients, to help support the successful arrangements of the tour. You will be responsible for fully representing the companies' service ethic at all times and working within our expected framework of values and behaviours.

## **About The Apprentice Role**

### **Main Duties**

#### **Low Cost Flights**

- Confirming name change fees and amending with the airline.
- Advising the Sales/Operations teams of any upcoming flight deadlines.
- Entering and submitting air passenger information (API) into the airline reservation.
- Final check and printing boarding passes.
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#### **Scheduled Flights**

- Confirming name change fees and amendments with the airline.
- Advising the Sales/Operations teams of any upcoming deadlines.
- Entering and submitting air passenger information (APIS) into the airline reservation
- Final check and print e-tickets.

#### **Airport Meet & Greet**

- Send through monthly the groups requiring Airport Assistance to Airport Agencies.
- Send through the group details to Airport Agencies one week prior to the groups departure.

#### **Coach**

- Chase the coach booking confirmation from the coach operator.
- Ensure all request/booking documents are saved in the tour file.

#### **Rail and Eurostar**

- Advising the Sales /Ops teams of any expiring rail and Eurostar options.

### **Additional Duties**

- General administration tasks across all areas of the business to support our business needs as required.

## **About The Individual**

### **Individual - Essential Skills Required**

- Full understanding of delivering exceptional internal and external customer service
- Ability to resolve problems, work under pressure and meet deadlines
- Ability to work under own initiative, and essentially as part of a wider team
- Good Knowledge of Microsoft packages
- Ability to follow procedures and willingness to enhance them
- Ability to demonstrate keenness to learn
- Good attention to detail
- Strong time management skills and ability to prioritise workload and be highly organised
- Excellent verbal and written communication skills and accurate written and spoken English
- Adaptable and flexible

### **Individual - Useful Skills**

- Knowledge of the Travel Market
- Knowledge of a foreign language French/German/Other beneficial but not essential
- Worldwide destination knowledge in particular Europe.
- Sound knowledge of UK geography

### **Individual – Essential Personal Attributes**

- Self motivated, positive and professional
- Real passion for exceptional service delivery
- Ability to work independently inside a team environment
- Desire to support the development of the business and others
- Flexible, adaptable and positive approach to work
- To be of smart appearance and present a good image.

## **About the Conditions and Benefits**

Working Monday to Friday 37 ½ hours per week, with options to work between the hours of 08:00 hrs and 17:30 hrs, allowing for ½ hour lunch breaks. Normal shift patterns include 08:00 – 16:00, 08:30 – 16:30, 09:00 – 17:00, 09:30 – 17.30.

Annual leave entitlement will be 25 days per annum (pro-rata) and un-paid leave can be requested and is subject to approval.