

Geraldine Drea

100-word Summary

Geraldine is a long-standing member of the Passenger Services team. This multi-skilled role involves communicating with customers by telephone, email and online Chat. In addition to this, Geraldine also works within port operations where she deals with customers face to face.

As a Company, we regularly monitor the quality of calls we receive into our Contact Centre and Geraldine consistently delivers an excellent level of customer service and is one of our top performers.

Company Background

Brittany Ferries started operating between Roscoff and Plymouth in the 1970's and since then we have grown to transport approximately 2.5million passengers a year between the UK, France, Spain and Ireland.

In addition to our UK offices of Portsmouth and Poole, the Plymouth head-office is home to the Contact Centre where we have 58 agents who work as part of the Passenger Services team. Here, we deal with a variety of enquiries that can range from a ferry-only booking to the more complex multi-centre holidays.

2013 saw Brittany Ferries celebrate its 40th anniversary, which happened to coincide with us being named 'Best Small Tour Operator to Western Europe' and 'Best Small Camping and Mobile Tour Operator' in the *British Travel Awards*. In addition to this, we also won the 'Best Ferry Operator' in the prestigious *Telegraph Travel Awards*.

Performance & Achievements

Geraldine has an excellent telephone manner and is always friendly and polite. She is able to remain calm and patient when dealing with escalations. This is also true of her written communication, which is done in a clear and concise manner, whilst maintaining her professionalism. Geraldine is a high achiever during her call monitoring sessions, gaining an average score of 96% in her last session. Geraldine has recently volunteered to become an expert in one of our ships to gain extra knowledge; this will help colleagues and customers who may require in more depth information.

During our most critical selling season of January and February, we held a competition as an incentive to boost sales and conversion. Geraldine was awarded one of the top 3 prizes for being one of the most productive agents throughout this period.

Summary

Geraldine is a longstanding, loyal member of the team who is professional at all times. Geraldine is hard working and always goes the extra mile. She has built up a wealth of knowledge and regularly visits our ships and ports to ensure she has the most up to date information when dealing with customers. Geraldine enjoys a good relationship with her colleagues and customers.