

# adventure

## yogi



## Bookings & Guest Experience Executive

**Salary:** £26,000-£30,000 DOE,

**Location:** Hybrid (Hove-based during onboarding period),

**Reports to:** Sales & Guest Experience Manager / Founder,

**Start Date:** Mid April / May at the latest

**Hours:** Monday–Friday, 9:00am–5:00pm, with participation in a shared once-per-month weekend on-call rota. This involves being available to respond to urgent or emergency calls outside of normal hours if required. Any out-of-hours time worked can be claimed as time off in lieu.

### About Adventure Yogi

Adventure Yogi creates transformational yoga and adventure retreats rooted in connection, growth and community.

We are a purpose-led company working towards B Corp certification. We believe in putting people first, holding space for growth, nurturing belonging, embracing adventure, and acting with responsibility in everything we do.

We are a purpose-led company working towards B Corp certification. Our culture and decisions are guided by five core values:

- **Human First** - We put people at the heart of everything we do.
- **Empowering Growth** - We hold space for guests and team members to flourish.
- **Nurturing Belonging** - We create a supportive, inclusive community.
- **Playfully Adventurous** - We embrace curiosity, courage and lightness.
- **Mindfully Responsible** - We act with integrity, take ownership and care for our impact.

This role plays a key part in living these values every day.

# The Role

While titled “Bookings”, this is a commercially important frontline role within the business.

You are often the first human interaction someone has with Adventure Yogi. The tone, clarity and care you bring to conversations shape a guest’s trust in us.

You will:

- Guide warm inbound enquiries through to confirmed bookings,
- Combine empathy with commercial confidence,
- Help guests navigate emotional decision-making,
- Ensure retreat occupancy stays on track,
- Maintain financial and booking accuracy with integrity.

This role requires you to balance Human First warmth with Mindfully Responsible ownership.

## Key Responsibilities

### 1. Warm Lead Conversion & Follow-Up

You will:

- Manage inbound retreat enquiries via email and phone,
- Respond promptly, warmly and personally,
- Use structured follow-up to ensure no guest feels forgotten,
- Confidently guide guests towards booking,
- Conduct supportive but commercially clear phone conversations,
- Maintain full visibility of follow-ups within CRM.

You will embody:

- Human First by listening deeply and responding with empathy
- Empowering Growth by helping guests overcome hesitation
- Mindfully Responsible by taking ownership of conversion performance

The goal is not pressure - it is confident guidance rooted in belief in the product.

### 2. Guest Communication & Complaint Handling

Adventure Yogi guests often make emotionally significant decisions. They may feel nervous, vulnerable or unsure.

You will:

- Act as a key point of contact for pre-departure queries
- Communicate calmly, clearly and professionally
- Hold space for emotional conversations without becoming overwhelmed
- Resolve complaints with strong personal boundaries
- Protect both guest experience and company standards
- Escalate appropriately when necessary

You will demonstrate:

- Nurturing Belonging by making guests feel seen and supported,
- Human First by leading with empathy,
- Mindfully Responsible by holding boundaries and accountability,
- Empowering Growth by turning challenges into trust-building moments.

### **3. Booking System, Financial Accuracy & Coordination**

Behind every great guest experience is operational discipline.

You will:

- Maintain accurate booking records within the CRM,
- Ensure payments are correctly recorded and tracked,
- Monitor instalment plans and payment deadlines,
- Support reconciliation processes,
- Communicate clearly with the accounts team,
- Assist with rooming lists and retreat logistics.

This area reflects:

- Mindfully Responsible ownership of financial data,
- Reliability and integrity in managing payments,
- Respect for both guest trust and business sustainability.

You must feel comfortable working with numbers and financial systems, even if you are not formally trained in bookkeeping.

Attention to detail is non-negotiable.

## **Who You Are**

You likely have:

- 1-3 years' experience in hospitality, travel, reservations or customer service,
- Experience converting enquiries into bookings,

- Confidence using phone and email to guide guests,
- Experience handling complaints professionally,
- Comfort working with financial tracking systems, CRMs/ booking or project management platforms,
- Numerical confidence and accuracy,
- Analytical thinking skills to read data and contribute to the growth of the business.

More importantly, you are:

- Warm, emotionally intelligent and people-focused (Human First)
- Calm and resilient under pressure (Mindfully Responsible)
- Organised and process-driven (Mindfully Responsible)
- Motivated to help retreats reach occupancy targets (Empowering Growth)
- Comfortable discussing emotional decisions with confidence (Empowering Growth)
- Detail-oriented and accountable with financial information (Empowering Growth)
- A team player who values collaboration over ego (Nurturing Belonging)
- Curious, positive and willing to learn (Playfully Adventurous)

You do not need to be a yoga teacher, but you must resonate with wellness, growth and community-led travel.

## What Success Looks Like

Within 6 months:

- Warm leads are consistently followed up and converted,
- Guests feel genuinely cared for and confident in their decision,
- Booking systems and bookkeeping remain accurate and organised,
- Payments are tracked and reconciled reliably,
- Complaints are handled calmly and constructively,
- Retreats remain on track to meet occupancy targets,
- Your communication reflects Adventure Yogi values daily.

Success in this role comes from balancing commercial performance with emotional intelligence - structure with heart.

## Growth & Progression

We believe in Empowering Growth not just for our guests, but for our team.

This role offers clear progression towards increased commercial responsibility for candidates who demonstrate:

- Ownership
- Consistency

- Commercial awareness
- Leadership potential

**We are looking for potential, alignment and the right mindset, not a perfect checklist match. If the role resonates with you, we encourage you to apply even if you do not meet 100% of the listed requirements.**

**To Apply:**

Please send a cover letter about why you would be suitable for the role and your CV to **workwithus@adventureyogi.com**

**Interview Process:** Our recruitment process includes a screening questionnaire, a 30-minute discovery call, and a final in-person interview conducted at our Hove office.

**Location of Role:** This is a **hybrid role**, however during the first three months you will be expected to work primarily from our **Hove office** to support training and onboarding. Please do not apply if you live outside the UK or cannot commute to Hove.