

Job Description

Job Title: Reservations Agent
Department: Front Office
Reporting to: Reservations Manager

Overall Job Purpose:

To be a professional, friendly and efficient first point of contact for all guests of The Hotel ensuring that our facilities are sold in such a way that maximizes revenue whilst satisfying the guests expectations.

Principal accountabilities:

1. To ensure you are fully aware of all tariffs, facilities and current activities within the hotel.
2. To liaise with all departments and communicate any special requirements of individual guests.
3. To maintain the inventory and rates through the main channels of distribution in order to achieve maximum occupancy and revenue.
4. To ensure that all Reservations, enquiries and requests are confirmed in line with company policy, (24 hours)
5. To negotiate with clients to achieve maximum revenue profit potential while satisfying clients needs.
6. To be aware of and maintain relationships with regular guests to encourage repeat business.
7. To ensure that the database is maintained with accurate records for clients, agencies and companies.
8. To be aware of all front office procedures and assist with reception duties when required.
9. To ensure accuracy and attention to detail is maintained on all stages of reservations from the initial enquiry to the guest's departure, which includes correspondence checking on a daily basis.
10. To attend front office meetings, appraisals, training and functions as required.
11. To work to a rota set by your head of department and to understand this will be in accordance with business demands.
12. To be fully aware of and adhere to health and safety, fire and bomb threat procedures.

13. A an employee of The Hotel involved in maintaining high standards, to undertake any reasonable requests made by management in any other areas of the house.

Profile:

- Fluent in spoken and written English
- Excellent telephone manner
- Excellent attention to detail
- Experienced in hotel front office operations or sales
- Computer literate, ideally with a Reservations Package
- Well presented, friendly, professional

Competencies:

- Commitment
 - Customer Service
 - Teamwork
 - Open communication
 - Confidence
 - Initiative
 - Flexibility
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