

## Job Description Group Reservations Coordinator

<b>Position:</b> Reservations Coordinator	<b>Department:</b> Reservations	<b>Reporting to:</b> Assistant Reservations Manager
<b>Salary:</b> £23,795.20 per annum	<b>Contract:</b> Permanent	<b>Hours per week:</b> 37.5 hours, 5 days out of 7 (this will include a variety of shifts and weekends)

**Job purpose:** To handle all reservations in line with brand and company standards providing efficient and high standards of work to maximise room revenue and guest satisfaction. It will be key that you work closely with all other departments within the hotel.

### Role Competencies:

#### **Planning Timescales:**

- Assist with the daily reservation check lists and processes in the reservations department.
- Manage group bookings and inventory in line with the group booking procedure.

#### **Decision Making:**

- Quote the optimum rates using revenue management systems to secure the business whilst maximising total hotel revenue.

#### **Impact and Influence:**

- Promote the hotel and brand to all guests via all communication channels utilised.
- Maximise guest satisfaction.
- To recover guest complaints in line with brand and company standards.
- To maximise guest loyalty by raising the profile of Hilton Honors
- To support meeting departmental set targets

#### **Skill Level:**

- Input and monitor data in the property reservation and revenue systems.
- To conduct general administrative duties using Microsoft office, internet explorer and the hotel property management systems.
- To manage multiple projects at once and prioritise tasks based on deadlines.

#### **Communication:**

- Identify guest needs and respond internally and externally accordingly.
- To maintain a strong communication and working relationship with all departments.

#### **Budget Management:**

- Be responsible for any financial elements within remit of your role.

#### **Lead and Develop:**

- To share best practice and learnings with the wider team.

#### **Operating Parameters:**

- Carry out work in line with brand and company standards
- Adhere to all health and safety, legal and company standards
- To attend/conduct relevant operational meetings

- Any other reasonable request as required by the business

### **Essential**

- Previous customer service
- A passion for delivering exceptional levels of guest service.
- Must be able to work on own initiative or as part of a team
- Calm, efficient and organized
- Excellent organisational and time management skills.
- Confident telephone voice and manner
- Positive attitude and good communication skills
- Excellent personal presentation
- Computer skills

### **Desirable**

- Group or Individual reservations experience working in hotels.
- Previous hotel front desk experience
- Previous experience of OnQ
- Previous experience of Delphi

**Safeguarding** - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

**Equality and Diversity – must be able to demonstrate** that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total:

Level