

Job Description

Position: Reservations Coordinator

Department: Reservations

Reporting to: Revenue Manager

Job level: Non-management

Contract: Permanent

Hours per week: 40 Hours

Job purpose: Ensure that all individual and group bookings are taken in line with Company Brand standards to provide accurate, efficient, prompt, courteous and proactive service, to maximize room revenue and guest satisfaction.

Job Description

Main Objectives

- Assist in the daily routine of the reservations department, working as part of a team to ensure the daily jobs check lists and group check lists are completed
- To assist in maximizing hotel revenue, by use of standard selling techniques and to always promote the hotel and the brand to all guests via incoming calls and via emails.
- Keep up to date on all hotel products, services, pricing and special promotional offers as well as daily VIPs and special events
- All work to be carried out in line with Brand & reservations standards and adhering to the job skills check list.
- Project a professional manner with an emphasis on hospitality and guest service
- Adhere to all health & safety and legal company standards.

Summary of Duties

- Process all reservation requests, changes, and cancellations received by phone, fax, or email
- Identify guest reservation needs, determine appropriate room type, and verify availability of room type and rate.
- Explain guarantee, special rate and cancellation policies to all bookings and callers.
- Ensuring all correspondence and administration for both individual reservations & group reservations is kept up to date and dealt with in accordance to brand standards.
- Input and access data in the ONQ PMS system & R&I.
- Anticipate, document and address guests' needs and requests and communicate these requests to the relevant individual or department.
- Answer questions about property facilities/services and room accommodations.
- Managing accounts for corporate rooms business and group bookings.
- Attend training to develop relevant skills.

Person Specification

Essential skills and qualifications:

- 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.

Date created:

- Positive attitude and good communication skills
- Reliable, tolerant, and determined.
- Excellent personal presentation
- Numerical and literacy skills
- Computer skills: Must be adept in use of MS Office particularly Excel and Word to intermediate level, Internet and email.
- Reservations background and experience working in hotels

Desirable

- OnQ system trained (Hilton POS)
- Reservations experience in the hotel / leisure / retail sector
- Flexible and adaptable

Behavioural indicators

Functional Skills

Leading Edge Thinking (Entry)
Process Management (Entry)
Communication (Skilled)

Personal Attributes

Respect for others (Entry)
Confidence and commitment (Skilled)
Integrity and trust (Entry)
Self-development (Entry)

Delivery at Pace

Passion for customers (Entry)
Drive for results (Skilled)
Challenging the status quo (Entry)
Planning and prioritisation (Entry)

People Skills

Impact and influence (Entry)
Leading change (Entry)