

# Job Description

<b>Position:</b> Reservations Supervisor	<b>Department:</b> Reservations	<b>Reporting to:</b> Revenue Manager
<b>Job level:</b> Management	<b>Contract:</b> Permanent	<b>Hours per week:</b> 40 hours 5 days out of 7

## Job purpose:

Our Reservations Supervisor will be part of a team responsible for overseeing the day-to-day operation of the Reservations Department. Ensuring that all individual bookings and requests are taken in line with our brand standards, providing accurate, efficient and proactive service, to maximise the hotel rooms revenue and guest satisfaction.

## Job Description

### Main Objectives

- To lead a team to deliver the day to day operational requirements of the reservations department
- Ensuring that the departments daily job checklists are completed and signed off
- To assist in meeting the hotel rooms revenue, using selling techniques and promoting other elements of the hotel
- To assist in elevating guest satisfaction and improve service performance and efficiencies
- To deal with and monitor customer feedback and complaints, reporting back to the Revenue Manager
- To keep up to date on the hotel products, offers, promotions and special events and ensure these are communicated
- To project a professional and motivating manner with emphasis on hospitality and guest service
- To ensure compliance with all the legal, company and brand standards
- To assist in recruiting, motivating, training and development of the team in line with the brand and company standards

### Summary of Duties

- To support the Revenue Manager to manage the reservations team in line with brand standards, company policy and procedure
- To manage the hotels inventory and overbooking levels
- To manage individual bookings following processes and procedures
- To support in assisting the group reservations team when required
- To manage pre arrival expectations, identify guest needs and requests, allocating appropriate room types, and verify availability of room type and rate
- To support the team in ensuring an effective daily communication process is followed daily
- To assist in elevating guest satisfaction and customer service levels that the team deliver
- To ensure team members have regular 1:1's and an up-to-date performance development plan
- To monitor the department's performance in line with set targets and objectives
- To assist in recruiting, motivating, training and development of the team in line with the brand and company standards
- To maintain a strong working relationship with all departments and offer support with their operation
- To ensure that all company systems are used to maximize efficiency and Guest satisfaction and safety
- To ensure the accurate completion of all daily tasks in a timely manner and departmental reporting
- To champion a culture that enhances the Guest and team member experience
- To conduct general administrative duties using Microsoft office, internet explorer and the hotel property management system
- Any other reasonable request as required by the business

Date created:

## Person Specifications

### Essential

- Previous Reservations/ Reception experience with in a 150+ 4\* hotel
- Previous experience of team member management and development
- Previous experience of rotaring
- Calm, efficient and organised
- Experience of performance management
- Evidence of problem solving and change management
- A passion for driving the guest experience with the ability to respond to guest feedback
- Able to identify operational efficiencies
- Excellent interpersonal and communication skills
- Demonstrable experience of working to deadlines
- Flexible with the ability to proactively respond to the business needs
- Resilient and able to work under pressure
- Excellent personal presentation
- IT skills

### **Behavioural indicators**

#### Entry

- Personal Attributes (Self Development)
- Functional Skills (Process Management)
- Delivery at Pace (Passion for Customers)
- Functional Skills (Communication)

#### Skilled

- Personal Attributes (Resilience)
- Personal Attributes (Respect for Others)
- Personal Attributes (Integrity and Trust)
- People Skills (Leading a Team)
- People Skills (Developing Others)

Date created: