

JOB DESCRIPTION

| | |
|-----------------------|--|
| Job Title | Hotel Reservationist |
| Responsible To | Group reservations & revenue Manager, Deputy General Manager |
| Salary | £25,000 per annum |
| Hours | 40 hours a week, 5 shifts a week |
| Location | The Angel Hotel, Bury St Edmunds |

MAIN DUTIES:

- To take reservations for rooms & the restaurant for both the Salthouse Harbour Hotel, and The Angel Hotel in line with standard operating procedure
- To ensure accuracy when inputting reservations onto the system to minimise error
- Listen to guests requirements to tailor their booking in a way that increases their likelihood to book and to increase their spend
- To maximise sales where possible by upselling room upgrade & extras
- To answer the telephone without delay & deal with all guest enquiries in a timely and professional manner
- To ensure the smooth running of the reservations departments by establishing a friendly helpful and courteous attitude at all times, anticipating all guests' needs and ensuring they are satisfied.
- To assist & support reception when required, to cover their breaks or cover shifts when required (see attached receptionist job description)
- To conduct detailed checks to ensure upcoming reservations are inputted correctly in line with their confirmation, terms & conditions of payment, and any requests have been taken into consideration.
- Ensuring the system is up to date and accurate, ensuring all provisional bookings are confirmed and any requested amendments have been made & logged.
- To have a thorough understanding of stock, room types & packages or special offers that are available and continue to enhance your knowledge throughout your employment
- To support the group reservations & revenue manager in the handling of group reservations and understand the difference in the booking process
- To effectively communicate any significant enquires or potential new corporates to the group reservations & revenue manager.

OCCASIONAL DUTIES:

- Any reasonable duties required by the Group reservations & revenue manager or Deputy General Manager.