

JOB TITLE: Part Time Reservations Agent (24 hours)

RESPONSIBLE TO: Revenue Office Manager

RESPONSIBLE FOR: Reservations

SCOPE OF WORK: To receive reservations and complete the administration or reservations received.

MAIN DUTIES AND RESPONSIBILITIES

1. To receive incoming calls in a helpful and polite manner at all times.
2. To accurately input reservations into the computer to the hotel standards.
3. To know the hotel product and sell both the benefits and features of the hotel.
4. To know the current status, availability and promotions on offer at all times.
5. To adhere to the administrative functions such as using the reservations forms, cancellation/amendment form, confirmation letters, brochure and tariff letter, filing to the correct standard.
6. To deputise in the Reservations Manager's absence.
7. To be helpful to all guests and bookers and fulfil all reasonable requests.
8. To be able to show potential clients and the hotel facilities and sell the hotels products.
9. To work with the front office team and assist on the Front Desk when asked to do so.
10. To assist with sales activities within the hotel.
11. To check the arrivals list ensuring all guest requests are met and all details of arrival are handed over the reception the day before and other departments at the morning meeting.
12. To complete any reasonable task asked by management or guest.
13. Use the Rate Management system to ensure both rate and occupancy are maximised.
14. Adhere to the company's code of professional conduct as outlined in the Employee Handbook.

The responsibilities in the Job Description are subject to change from time to time to reflect changes in the business requirements.

All staff of the company are required to make themselves available for training and communication meetings for which advance notice will normally be given.

Performance Appraisal: In the interest of helping staff maintain high quality standards of service, identifying training needs and assisting the personal development of employees.