

## **JOB DESCRIPTION**

<b><i>Job Title</i></b>	Reservations & Reception Team Member
<b><i>Department</i></b>	Reservations & Reception
<b><i>Key Liaisons</i></b>	Revenue Manager -> Reservations & Reception Manager -> Reservations & Reception Supervisor General Manager & Operations Director HR Manager, Payroll Office, Events Team, Castle Beauty & Leisure, F&B Outlets & Maintenance

### **Key Purpose:**

**The main function for this role is to assist in the smooth running of the Reservations & Reception Department, enforcing the highest standards of customer care & service, and ensuring all rooms & outlets are sold to achieve maximum revenue for the resort. To promote the hotels core values to both colleagues and guests.**

### **Key Tasks**

#### **Customer Focus**

- Outlines relationships with and expectations of internal and external customers upon job holder
- At all times make sure that guest satisfaction is met
- To be the main point of contact for all clients looking to utilise resort facilities, including up-selling of all facilities.
- To manage the expectations of guests before they arrive and to follow up effectively any queries they may have.
- To ensure all enquires about the rooms, i.e. Price are dealt with efficiently as per resort procedures.
- Promote a culture of “nothing is too much trouble”

#### **Operational Responsibilities & Support**

- To be fully conversant with the facilities, tariffs, current strategies, promotions and activities
- To be aware of budgeted and actual revenues and statistics for Hotel & Self-Catering accommodation.
- Responsible to maintaining the organisation of the office and ensuring standards and procedures are adhered to
- Ensure all Daily/Weekly/Monthly departmental tasks are carried out
- Ensure that reservations checks and back ups are completed accurately
- Taking reservations by phone and processing faxes/emails & walk in enquiries
- To undertake Duty Management shifts in conjunction with regular shifts as required

#### **Team Support**

- To ensure and maintain communication between Reception and Reservations is promoted.
- Ensure awareness of promotions (up selling) and changes in procedures.

#### **Sales & Revenue**

- To ensure that every opportunity is taken to maximise revenue from reservations made.
- To be fully conversant with all resort facilities tariffs and rate packages in order that they are sold to the best advantage.

- To ensure every opportunity is taken to maximise revenue and up sell resort facilities.
- To develop an in depth knowledge of the market place, both resort and geographical related.

### **Health & Safety**

- Participate in emergency situations, including fire and bomb incidents
- To take reasonable care for health safety of yourself, colleagues and guests who may be affected by your acts or omissions at work.
- Ensure that the Company complies fully and at all times with its legal duties regarding health, safety and welfare matters.
- Familiarise yourself with and comply with the Company's 'Health and Safety' and 'Fire and Bomb' procedures
- Report immediately all accidents involving injury or illness to your Line Manager or Control
- Highlight Health and Safety or maintenance issues and follow them up.

### **Additional Responsibilities**

- Attend training as relevant to role
- Adhere to all policies and procedures as promoted by the Senior Management Team
- Ensuring representation at committees (e.g. health & safety) where required
- Any other reasonable duty as requested by a member of the Senior Management Team
- Play a part in driving change. Challenge ideas in a constructive manner.

### **Person Specification (Brief)**

#### **Essential**

- Educated to GCSE level or above
- Worked with this or a similar field
- Fantastic interpersonal skills

#### **Desirable**

- Some local knowledge
- Knowledge of local hotel competition
- Knowledge of Hotel Perfect