

Job Description

Company Values	Delight Principles
Dedicated	To make sustainable choices & continuous improvement
Enthusiastic	Have willingness & passion for everything that we do
Likeable	Be approachable, delightful, friendly, and fun
Inclusive	Show compassion, fairness, and respect to all
Generous	Giving back and going the extra mile
Honourable	Work with integrity, honesty and accountability
Teamwork	Collaborate & communicate with others considerately

Job Title: Groups and Meetings Reservation Agent

Department: CustomerhubUK

Reporting to: Groups & Meetings Team Manager

Summary of Role: Working within a team for group and meetings reservations, you will be responsible for handling all meeting bookings from the initial enquiry through to contracts, confirmation & payment. We expect our meetings reservation agents to have a friendly warm personality and who is always looking to exceed customer expectations through exceptional customer service whilst ensuring our company values are at the heart of everything we do.

Key Accountabilities / Activities / Duties

- Respond to all enquiries through all channels and sources to include: Business Groups/Meetings, Leisure Meetings, conferences and groups.
- To proactively refer all hotels within our client's portfolio to match client requirements and retain business opportunity for the customer.
- To produce detailed and accurate proposals, ensure consistent written confirmations of all discussions and proactively up serve solutions for customers.
- To actively convert customer enquiries into confirmed sales and develop future and repeat business for all hotels within the portfolio contributing to the profitability of the hotels.
- To deliver the brand standards of outstanding customer enquiry service whilst ensuring a clear and effective line of communication is maintained with the central sales, revenue and hotel teams.
- To work with other members to develop successful customer partnerships.
- To ensure that S&C activities, notes and required fields are consistently updated to maintain efficiencies and focus on conversion through proactive event planning.
- To produce accurate communication for confirmed groups and events ensuring hotel departments and customers are kept updated in a timely manner for excellence of service delivery.
- Identify customer needs and provide solutions to match them.
- Communicating with the hotel team regarding forthcoming business on the books and specific operational support for customers throughout enquiry workflow.
- Providing regular feedback to the manager regarding customer requirements and conversion strategies of live enquiries.
- Consistently ensure account managers are involved to support conversion.
- Respond and identify positively ALL sales opportunities, working with the central sales team, to maximise revenue.
- Identify new accounts and contacts to develop sales leads.
- Assist in additional projects and departmental tasks as required.

- Handle incoming calls and emails with regards to groups and meetings reservations.
- Support hotelshopUK by providing assistance to other departments as and when required.
- Ensure that you have your own reviews/appraisals and complete the necessary paperwork.
- Provide the highest level of customer service at all times.
- To handle all administrative tasks in an efficient and timely manner.

Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974
- To demonstrate a working knowledge of fire prevention and to follow the company’s evacuation plan on hearing the alarm.
- To be security conscious with respect to /staff/ property/welfare and to report suspicious circumstances to your manager.

General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application.
- To maintain a high standard of personal hygiene and grooming at all times.
- To co-operate and communicate with colleagues to ensure effective department teamwork.
- To attend any meetings, training sessions or courses that may be beneficial to you and your development.

Hours of work

40 Hours per week over 5 days covering, opening hours.
Bank Holidays as and when required due to business needs.

Salary

£11.70 per hour

Flexibility

Due to the nature of the business, a degree of flexibility is required, and the post holder may be required to perform certain tasks not specifically referred to above.

Person specification & Skills required

Criteria	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • GCSE English & Maths 	<ul style="list-style-type: none"> • A-level/degree
Experience	<ul style="list-style-type: none"> • At least two years’ experience in similar role • Customer focused • Evidenced sales successes 	<ul style="list-style-type: none"> • Opera PMS • Brilliant PMS • Smart Space
Communication Skills	<ul style="list-style-type: none"> • Excellent written & verbal communicator at all levels • Active listener 	<ul style="list-style-type: none"> • Good relationship builder •

Criteria	Essential	Desirable
Practical & Intellectual Skills	<ul style="list-style-type: none"> • Intermediate in Microsoft Office systems including Excel & PowerPoint • Strong organisation & planning skills • Ability to prioritise appropriately • Confident presentation skills • Ability to work under pressure 	<ul style="list-style-type: none"> • Ideas proficient • Experience with problem solving & customer complaints
Disposition	<ul style="list-style-type: none"> • Ability to work independently & on own initiative • Willingness and ability to be flexible • Ability to get on well with a wide variety of people • Willingness to learn 	<ul style="list-style-type: none"> • Interest in meetings & events