

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 & accountability
Teamwork	Collaborate & communicate with others considerately

Job Title: Groups & Meetings Reservation Agent

Department: CRO

Reporting to: Groups and Meetings Team Manager

Company Summary:

At HotelshopUK, we specialise in delivering expert hospitality solutions that make travel seamless, stress-free, and enjoyable. Whether it's curating unforgettable leisure breaks, providing emergency accommodation, offering outsourced contact centre support for hotels and attractions, or technology solutions, we are the trusted partner that delivers excellence.

Summary of Role:

Working within a team for group and meetings reservations, you will be responsible for handling all bookings from the initial enquiry through to contracts, confirmation & payment. We expect our 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:

- 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 assisting other departments as and when required.
- Ensure that you have your own reviews/appraisals and complete the necessary paperwork.
- Always provide the highest level of customer service
- 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 hotel 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 co-operate and communicate with colleagues and Management to ensure effective department teamwork and high morale.
- To attend any meetings, training sessions or courses that may be beneficial to you and your department.
- To follow any procedures set up for energy conservation.
- To demonstrate and live by our company values by delighting our customers, partners and colleagues with the highest quality, value & service.

Hours of work:

This is a full-time position – 37.5 hours per week over five days during office opening hours on a rota basis, plus a daily 30-minute paid break.

Salary: £26,624 - £27,456 per annum based on full time working hours.

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	• GCSE English & Maths	• A Level / degree
Experience	• Customer focused • Ability to follow company policy & practices • Effective time management • Be flexible in their approach and be able to prioritise work •	• Experience in similar role • Opera PMS/V5/Cloud • Knowledge of CRM systems
Communication Skills	• Excellent written & verbal communicator at all levels. • Develop & maintain professional & positive working relationships • Active listener	• Good relationship builder
Practical & Intellectual Skills	• Intermediate in MS 365 including Excel & PowerPoint • Strong organisation & planning skills • Ability to prioritise appropriately • Ability to work under pressure	• Experience with problem solving and customer complaints
Disposition	• Enthusiastic self-starter able to work on own initiative. • Willingness and ability to be flexible. • Ability to get on well with a wide variety of people. • Have a positive attitude. • Willingness to learn. • Attention to detail	• Interest in meetings & events