



## Job Description

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

**Job Title:** Hybrid Individual, Group & Meetings Reservation Agent

**Department:** CustomerHubUK

**Reporting to:** Reservations 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:

As a Reservations Agent, you will play a key role in delivering exceptional customer service across both Individual Reservations and Groups & Meetings enquiries. You will be responsible for managing the customer journey from initial enquiry through to booking confirmation, contract administration, payment processing and post-booking support.

Working across multiple enquiry channels, you will assist guests and clients with accommodation bookings, meetings, events, conferences and group reservations, ensuring every interaction is personalised, professional and delivered to the highest standard.

You will actively identify sales opportunities, maximise conversion, upsell relevant products and services, and maintain strong relationships with customers, hotels and internal stakeholders. Through excellent communication, attention to detail and a customer-focused approach, you will support business growth while ensuring the company's values remain at the heart of everything you do.

### Key Accountabilities / Activities:

- Respond to all enquiries received through telephone, email and other communication channels.
- Handle Individual Reservations, Group Bookings, Meetings, Conferences and Event enquiries.
- Assist customers with planning and booking accommodation, meetings and events.
- Manage reservations from initial enquiry through to confirmation, contract administration, payment processing and post-booking support.
- Deliver exceptional customer service and provide personalised solutions to meet customer requirements.
- Identify customer needs and recommend suitable hotels, products and services.
- Promote all hotels within client portfolios to maximise business retention and customer choice.
- Produce accurate proposals, quotations, confirmations and booking documentation.

Last Updated: April 2025



- Actively convert enquires into confirmed bookings while identifying opportunities to upsell and cross-sell products and services to maximise revenue.
- Develop customer relationships to encourage repeat business and long-term partnerships.
- Apply special requests and liaise with customers and hotels to ensure requirements are met.
- Maintain effective communication with customers, hotels, sales teams, revenue teams and operational departments.
- Ensure contracts, billing instructions and payment requirements are completed accurately.
- Complete all reservation administration audits, reporting and system updates accurately and within required timescales, ensuring customer and booking records remain up to date.
- Check reservation quality and amend bookings where required.
- Process daily traces and communications between hotels and the reservations team.
- Work collaboratively with Account Managers, Revenue Teams and Hotel Teams to maximise conversion and revenue opportunities.
- Identify and communicate sales opportunities, customer trends and operational improvements to support future business growth.
- Follow the customer complaints process and escalate concerns where appropriate.
- Support HotelshopUK by assisting other departments and projects as required.
- Maintain knowledge of hotel products, services, systems and booking processes.
- Attend training sessions, team meetings, reviews and development activities as required.
- Always provide the highest level of customer service while demonstrating the company's values and behaviours.

## **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 - 40 hours per week over five days during office opening hours on a rota basis, including a daily 30-minute paid break.

**Salary: £26,624 per annum**

Last Updated: April 2025



### 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                                                                                                                                  |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Educational Qualifications</b>          | <ul style="list-style-type: none"> <li>GCSE English &amp; Maths</li> </ul>                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>A Level / degree</li> </ul>                                                                         |
| <b>Experience</b>                          | <ul style="list-style-type: none"> <li>Customer focused</li> <li>Ability to follow company policy &amp; practices</li> <li>Effective time management</li> <li>Be flexible in their approach and be able to prioritise work</li> </ul>                                                                                      | <ul style="list-style-type: none"> <li>Experience in similar role</li> <li>Opera PMS/V5/Cloud</li> <li>Knowledge of CRM systems</li> </ul> |
| <b>Communication Skills</b>                | <ul style="list-style-type: none"> <li>Excellent written &amp; verbal communicator at all levels.</li> <li>Develop &amp; maintain professional &amp; positive working relationships</li> <li>Active listener</li> </ul>                                                                                                    | <ul style="list-style-type: none"> <li>Good relationship builder</li> </ul>                                                                |
| <b>Practical &amp; Intellectual Skills</b> | <ul style="list-style-type: none"> <li>Intermediate in MS 365 including Excel &amp; PowerPoint</li> <li>Strong organisation &amp; planning skills</li> <li>Ability to prioritise appropriately</li> <li>Ability to work under pressure</li> </ul>                                                                          | <ul style="list-style-type: none"> <li>Experience with problem solving and customer complaints</li> </ul>                                  |
| <b>Disposition</b>                         | <ul style="list-style-type: none"> <li>Enthusiastic self-starter able to work on own initiative.</li> <li>Willingness and ability to be flexible.</li> <li>Ability to get on well with a wide variety of people.</li> <li>Have a positive attitude.</li> <li>Willingness to learn.</li> <li>Attention to detail</li> </ul> | <ul style="list-style-type: none"> <li>Interest in hotel reservations, groups, meetings &amp; events.</li> </ul>                           |