

Job Description

Company Values	Delight Principles
Dedicated	To excellence in customer service
Enthusiastic	Have passion for everything that we do
Likeable	Friendly and fun
Improving	Always seeking to enhance the quality of everything we do
Giving	Generous and warm hearted
Hungry	For success
Teamwork	Communicate at all times

Job Title: Reservations Agent

Department: CHUB

Reporting to: Reservations Supervisor

Job Purpose: Our Reservations Agents will be expected to provide a 5-star sales operation, always looking to exceed customer expectations through exceptional customer service in order to deliver great guest experiences, whilst ensuring our company mission, vision and values are at the forefront of everything we do.

As a Reservations Agent you will manage the total customer journey within the reservations process, from initial enquiry through to booking confirmation and payment. You will be capturing the key information required during the enquiry handling process, ensuring that we have a good understanding of the customer requirements and personal preferences.

Key Accountabilities / Activities / Duties:

- Handle inbound and outbound calls with clients and hotels
- Assist customers with the planning and booking aspect of their stay
- Upsell products in line with guests booking. Cross selling where required
- Provide the management team with feedback on what's going well and not well e.g. hotel rates that are not competitive etc.
- Support hotelshopUK by providing assistance to other departments as and when required
- Know the hotels we work with and keep up to date with the processes you need to follow
- Follow the customer complaints process, ensuring Team Leaders/Management team are advised
- Ensure that you have your own reviews/appraisals and complete the necessary paperwork
- Provide the highest level of customer service at all times

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 evacuation plan on hearing the alarm
- To be security conscious with respect to staff/property/welfare and to report suspicious circumstances to your line 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 and/or courses that may be beneficial to you and your development
- To follow any procedures set up for energy conservation

Hours of work

Full time - 40 hours a week, covering evenings, weekends and bank holidays on a rota basis. Flexible working hours may be considered on a case-by-case basis.

Operating Hours

Monday to Friday 08:00 to 19:15, Saturday & Sunday 10:00 to 16:00.

Salary

Age 18-20 years £6.15 per hour; Age 21-24 years £7.70 per hour; Age 25 years and over £8.25 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
Qualifications	<ul style="list-style-type: none"> • GCSE English & Maths 	
Attainments/competencies (list as required)	<ul style="list-style-type: none"> • Computer literate • Written and verbal communicator at all levels • Customer focused • Excellent attention to detail • Motivational skills 	<ul style="list-style-type: none"> • Proactive planning • Commercial awareness
Previous experience	<ul style="list-style-type: none"> • Effective time manager • Good relationship builder • Contact centre experience 	<ul style="list-style-type: none"> • Flexible approach • Be able to prioritise work
Experience required	<ul style="list-style-type: none"> • At least 1 years' experience in a similar role • Ability to work on own initiative and to tight timescales when necessary 	<ul style="list-style-type: none"> • Experience with problem solving and customer complaints • Knowledge of CRM systems
Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)	<ul style="list-style-type: none"> • Enthusiastic self-starter, able to work on own initiative • Willingness to learn • Well organised • Positive attitude 	