

## 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: Groups Reservation Agent

Department: CHUB

Reporting to: Head of Groups

Job Purpose: Working within a team for the Head of Groups, you will be responsible for handling all group bookings from the initial enquiry through to contracts, confirmation and payment. We expect our group reservation agents to have a friendly, warm personality 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:

- Ensure all customer requests and enquiries are dealt with in an efficient and business-like manner
- Provide clients with accurate written proposals and confirmations
- Provide administrative support to the Head of Groups
- Handle incoming calls and emails with regards to groups and reservations
- Deal with rooming lists and all correspondence relating to group business
- 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 the 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

#### Hours of work

Full time - 40 hours a week spread over 5 days a week including the cover of 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

£8.95 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"> <li>• GCSE English &amp; Maths</li> </ul>	
Attainments/competencies (list as required)	<ul style="list-style-type: none"> <li>• Computer literate</li> <li>• Written and verbal communicator at all levels</li> <li>• Customer focused</li> <li>• Attention to detail</li> <li>• Motivational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive planning</li> <li>• Commercial awareness</li> </ul>
Previous experience	<ul style="list-style-type: none"> <li>• Group reservations experience</li> <li>• Contact centre experience</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible approach to your work</li> </ul>
Experience required	<ul style="list-style-type: none"> <li>• At least 1 years' experience in a similar role</li> <li>• Ability to work on own initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with problem solving &amp; customer complaints</li> <li>• Knowledge of CRM systems</li> </ul>
Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)	<ul style="list-style-type: none"> <li>• Excellent telephone manner</li> <li>• Hands on approach with a can-do work style</li> <li>• Willingness to learn</li> <li>• Well organised</li> <li>• Positive attitude</li> <li>• Standards driven and detail orientated</li> </ul>	