

RESERVATIONS AGENT

FULL-TIME & MATERNITY COVER OPPORTUNITIES

SCOPE AND GENERAL PURPOSE OF THE JOB

To ensure that all guests are greeted with a friendly welcome and offered the highest standards of guest care and customer satisfaction in line with the Departmental Standard Operating Procedures Manual.

DUTIES

To demonstrate service attributes in accordance with industry expectations and company standards, including:

- To monitor reservations levels and inform Managers of current and future occupancy rates.
- To maintain knowledge of special rates, offers, promotions.
- To liaise with the Front Office Manager and Financial Controller for all reservations requiring credit approval.
- To process amendments to reservations such as extensions, early departures, etc.
- Assist with planning key holiday programs, Kids Easter, Kids Halloween, Christmas.
- Complete welcome cards in the absence of the GM / FOM.
- To allocate rooms as per reservations and make upgrades as required
- To add rooming lists to the opera system for events as required
- To respond to all internet queries and reservations
- To confirm Spa, Restaurant, Golf reservation
- To take prep authorisation details for rooms booked
- To send booking confirmations to guests
- To record and progress reservations made by phone/fax/e-mail.
- To maintain a high level of product and service knowledge about the resort.
- To promote the Thai spa, Golf and Loughside products and services.
- To sell Lough Erne Resort products including rooms, suites, spa, food & beverage, golf and services using up-selling and suggestive selling techniques.

THE APPLICANT MUST:

- Be attentive to guests
- Accurately and promptly fulfill guests requests
- Anticipate guests needs
- Accurately complete guest details, address, emails, special occasions, phone numbers and matching profiles in the Opera system
- Maintain a high level of knowledge which affects the guest experience
- Demonstrate a "Service" attitude
- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers
- Take appropriate action to resolve guest complaints
- Monitor and update the CMS system
- Monitor and update the third party websites
- Run reservations and front of house reports as required
- Assist with training new staff members
- Assist with the revenue controlling
- Prepare reports as requested by management

EMPLOYEE BENEFITS INCLUDE:

- Competitive salaries
- In-house and external training courses provided
- Staff meals provided, free of charge
- Items of staff uniform provided, free of charge
- Free car parking
- Staff discount for accommodation, restaurant, spa and golf services