

# RESERVATIONS AGENT MATERNITY COVER



## **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