

**Job Title:** Reservations Supervisor (Hours 8.00am to 4.00pm)

**Reports to:** Revenue and Reservations Manager

**Staff reporting:** N/A

**Based at:** Mecklenburgh Square, London WC1N 2AB

**Salary:** Up to £28,500 per annum

The Goodenough on Mecklenburg Square is a four star hotel and is part of Goodenough College, a charity providing residential accommodation to post Graduate Students from all over the world. The hotel is central to the financial stability of this educational charity.

**Job purpose**

* To be the main person dealing with reservation queries in a professional, efficient and friendly manner, and ensure all processes are done according to the Hotels policies.
* Contribute to the profitability of the Hotel by insuring all upselling opportunities are converted both within the hotel and the College.
* Maintain and improve consistent standard of service while creating a working environment that supports the hotel and Colleges organisational values.

**Key responsibilities**

1. Be the first point of contact for hotel reservations. Ensure customer service exceeds expectations and communication is clear and concise to all customers, internal and external.
2. Be responsible for the reservations service and ensure all bookings are processed accurately, efficiently and to chase provisional individual and group reservations.
3. Ensure that ‘no shows’ reservations are processed and all arrivals are checked and correct, including payment details and billing. To ensure that all reservations are allocated to the appropriate bedroom.
4. Compile a list of housekeeping request for each day for the housekeeping team to action.
5. Monitor VIP’S’s, alumni fellows and special guests booked in the hotel or College and ensure any special requests carried out and where necessary appropriate staff are notified of their stay.
6. On the direction of the Revenue and Reservations Manager update daily rates on the PMS and any other OTA’s. Ensure correct rates are loaded across all channels.
7. Work closely with the Revenue and Reservations Manager to maximise room revenue for both individual and group bookings. Take all opportunities to upsell including, bedroom upgrades within the Hotel and the college, events and other college services.
8. Assist the Revenue and Reservations Manager with all aspects of summer short stay accommodation at the College, including process bookings, follow all aspects of the procedure as well as liaising with the registry, reception and housekeeping teams to ensure the bookings are managed smoothly.
9. Deal with guest complaints in a friendly, professional and efficient manner. Ensure customer satisfaction at all times.
10. Work alongside the Revenue and Reservations Manager to ensure the smooth running of the reservations department.
11. Implement the Hotel Standard Procedures and assist in the training of new and existing staff on reservation bookings and procedures.
12. Actively monitor billing arrangements, chasing debtors, allocation of remittances and ensuring all reservation finances within the hotel and short stay accommodation are kept in order. Liaise with the College accounts office for any queries.
13. Occasionally cover reception in times of sickness, holidays or busy periods. To be flexible in working hours to ensure the reservations team is staffed.
14. Build relationships with agents, clients and partners to help generate new enquires.
15. Undertake any other duties as required by the Revenue and Reservations Manager or the Hotel General Manager.

**Person Specification**

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| **Job Title:** Senior Reservation Specialist | |
| Education/ Training | * Educated to A’ level standard or qualified by experience * Fluent in the English language, both written and spoken |
| Experience | * Of working in a busy reservations office * Of giving excellent customer service * Of both individual and group bookings * Of professionally dealing with guest complaints * Of working alone and being responsible for the work |
| Technical Skills & Abilities | * Of Microsoft packages and Property Management Systems * Excellent communication and organisation skills * Multi-task, prioritise and to perform under pressure * Highly motivated and an excellent team player * Ability to upsell |
| Special Circumstances | * Flexible and willing to occasionally work some unsocial hours. |

**All of the above are essential criteria**

***Review arrangements***

*The details contained in the job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the College will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.*