

**EDGBASTON PARK HOTEL  
AND CONFERENCE CENTRE**

**J O B   D E S C R I P T I O N**

<b>JOB TITLE</b>	Reservations Executive
<b>DEPARTMENT</b>	Commercial
<b>RESPONSIBLE TO</b>	Reservations & Groups Supervisor
<b>DOTTED LINE TO</b>	Commercial Office Manager and Head of Commercial

**Job Summary**

To deal and manage all individual and group reservation enquiries in an efficient and professional manner, ensuring the highest rates are yielded and the business is converted.

Responsible for responding to communications from guests concerning reservations by email and phone, including promptly processing any room charges, cancellations and modifications, whilst ensuring the relevant information is inputted into the hotel's PMS system.

To support the commercial team with daily reporting and ensuring that revenue and upselling is maximised at every opportunity.

To ensure an appropriate handover to the operations team of all necessary booking details.

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**Main Duties**

- Manage telephone and email reservation enquiries in a prompt and professional manner and in accordance with Hotel standards, ensuring accuracy and attention to detail at all times.
- Process all room requests, changes, and cancellations and respond to guest questions and queries as appropriate.
- Identify guests' needs and determine appropriate room type, availability and rate and accommodate and document special requests.
- Ensure guests are aware of all booking conditions including, the Hotel guarantee, special rates, and cancellation policies.
- Produce quotations and written confirmation to all clients and update amended bookings.
- Input rooming lists onto the PMS system and set up accurate billing accounts, process advance deposits on reservations and process refunds, in accordance with Hotel accounting policies.
- Track future room availabilities on the basis of reservations.
- Ensure all bookings are guaranteed and no-show charges and late cancellation charges are applied where appropriate.
- Ensure the Hotel's reservations policies and procedures are followed.
- Take responsibility and ownership of any issues or guest complaints, escalating any serious complaints to the Reservations Supervisor.

- Ensure every opportunity is taken to maximise revenue.
- Communicate information in a timely manner, regarding designated VIP reservations.
- Keep up to date on the selling status, rates, and benefits of all Hotel packages plans.
- Adhere to the Hotel's credit policy and reservation coding protocols.
- Advise the Reservations Supervisor and Head of Commercial of any expected 'wash' from the group ahead of the arrival date.
- Assist the Head of Commercial to develop room revenue and occupancy forecasts.
- Provide a timely and comprehensive handover to the Reception team to ensure a thorough understanding of upcoming bookings.
- Work with Front Office to ensure agreed 'Sell to Capacity' strategies are in place.
- Undertake weekly administrative duties, including chasing the team's POs, rate discount analysis checks, daily and weekly revenue reporting, reconciliation of rates to ensure maximum revenue is achieved.
- Willing to undertake any reasonable request made by management in any other areas of the Hotel.

### **Systems and Procedures**

- Produce and distribute daily updates to be sent with rooms changes.
- Suggest improvements to the booking process and customer journey.
- Update all reservations with card details received on a weekly basis.
- Complete reservations check on a weekly basis.
- Support the team in developing policies and procedures by making suggestions and contributing to team meetings.
- Balancing the days business with takings from the pdq and secure trading.

### **Decision Making/ Problem Solving**

- Deal with customer enquiries and advise on suitable booking requirements, while being proactive in independently identifying and solving day-to-day problems.
- In consultation with the Reservations Supervisor, deal with customer complaints and negotiating rates outside of the agreed revenue policy.

### **General Requirements**

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

## **Person Specification**

### **Experience**

- Experience in a similar, fast paced customer service role.
- Minimum of two years' experience of working in a hotel environment.
- Experience of using a hotel PMS system, ideally Guestline (full training will be provided where necessary).
- Experienced in managing the guest journey, from initial enquiry through to price negotiation and contracting stages.
- Experience of liaising and dealing with agencies via booking platforms.
- Experience of assisting in the day-to-day operations of a reservations or reception team.

### **Knowledge and Skills**

- Customer service orientated
- Possess excellent written communication and interpersonal skills.
- Ability to interact in a courteous, positive and professional manner with guests and telephone contacts.
- Ability to win the co-operation and confidence of staff at all levels of the organisation.
- Innate disposition to pro-actively assist others and provide excellent service.
- Strong administrative and organisation skills.
- Up to date knowledge of competitor hotels, their facilities, offers and rates.
- Working knowledge of GDPR.
- Proficient in the use of IT, including databases and all MS packages.
- Ability to multi-task and problem solve.
- Ability to work independently and within a team.
- Ability to prioritise workloads, meet deadlines and work to strict time constraints.
- Ability to operate pragmatically.
- Ability to contribute actively on issues associated with improvement to reservations service and working practices.

### **Qualifications**

- Good level of general education, including GCSE (or equivalent) English and maths.

