

JOB DESCRIPTION

Position: Reservationist

Reports to: Reservations Manager

Other Key relationship: Reservations Team / Reception Team / Private Events Manager

Key Objective

To provide an efficient and professional service to all our guests, therefore ensuring that our guest's expectation is exceeded. To assist with the smooth organisation of the Office, from the administration perspective.

Detailed Responsibilities

- Promote the image of Blanc Restaurants Ltd as a professional organisation.
- Assist with the answering of telephones when required, in line with the standard set by the department.
- Assist in the Promotion and selling of all the facilities of Le Manoir in order to achieve the hotel's financial budget
- Take bookings for both the Hotel and Restaurant, when required.
- Implement the sales strategy by using the systems and information available in order to achieve maximum rate and occupancy.
- Assist with the correspondence in order that it is completed in a timely manner.
- Promote effective communication within the department by being receptive to issues communicated to you and to ensure that you pass on all relevant communications from colleagues or guests to the appropriate person.
- Comply with all security and maintenance measures to ensure the protection of guests and company property
- Assist with maintaining the IIP standards within the Hotel.
- To react to all customer requests positively and deal with them appropriately
- Comply with all Company policies and legal requirements with special reference to Health & Safety.
- This job description is a guideline to the role

PERSON SPECIFICATION

Reservationist/Administrator

Qualifications & Training

Good Command of the English Language.
60 words per minute
Copy typing

Work Experience:

Previous experience in a customer focused environment
Dealing with customers over the telephone

Skills required:

Organised
Assertive
Attention to detail
Computer Skills – Word, Spreadsheets and Outlook (E mail)
Telephone skills

Personal qualities/attributes:

Work on own initiative
Work as part of the team

Availability: