



## RESERVATIONS EXECUTIVE

### THE ROLE:

A fast-paced and exciting role, based in our Head Office in Central London. Primary responsibilities include contacting inbound enquires, offering advice and recommendations, upselling at opportune moments, while providing exceptional customer service.

This is a customer-centric role in which you will make sure that everything runs smoothly from pre to post booking, to create an unforgettable visit for all of your clients.

### KEY DUTIES:

- Maintain a high level of customer service and increase guest satisfaction, ensuring a smooth and premium customer journey
- Dealing with high call volumes.
- Maximise bookings by delivering an inviting and efficient reservations service for multiple sites
- Maximise revenue by converting enquiries, recognising business prospects and upselling
- Liaise with clients to coordinate corporate or social events
- **Ensure every detail of a customer's reservation has been accurately recorded following established procedures.**

### THE COMPANY:

Bounce is a ground-breaking social entertainment concept with two London venues situated in Farringdon and Old Street. Each beautifully designed venue features 17 ping pong tables (including the London 2012 Olympic final table), an open counter restaurant with a modern European inspired menu, and a stunning full cocktail bar that takes centre stage.

With two highly successful London venues and enormous plans for global growth, Bounce are recruiting Reservation Executives to join the success story!

### ESSENTIAL SKILLS:

- Upbeat and positive attitude throughout the entire day
- Experience in Account Management
- Excellent communication skills, both verbal and written, with a winning telephone manner
- Ability to work in a high pressurised environment
- High call volume background
- Previous successful sales and customer service experience
- A proven ability to think and act with speed and efficiency in a fast paced and changing environment
- Highly organised person with the ability to prioritise and multitask
- Natural ability to sell products enthusiastically
- Provide exceptional customer service with the willingness to go the extra mile.
- Ability to build rapport quickly and create professional relationships
- Use of Microsoft Word, Excel, & Outlook

### DESIRED SKILLS:

- Experience using Collins reservations systems
- Experience in central reservations
- Quick learner with the willingness to go the extra mile

