



RESERVATIONS MANAGER

JOB TITLE: Reservations Manager

JOB PURPOSE:

- To lead a central Reservations Department in an exceptionally high volume, multisite brand
- To manage a central reservations system and processes, and implement tight booking policies
- To maintain a high level of customer service and increase guest satisfaction through problem solving

PRINCIPLE ACCOUNTABILITIES:

- Ensure maximised lead conversions and upselling in line with targets and business demands
Lead, coach & develop a reservations team to maintain a strong central reservations department
- Key liaison for operations team, reviewing communication systems and policies between venues and head office function
- Conduct regular quality control checks to ensure appropriate messaging, grammar, e-mail templates, and standards are adhered to and taking necessary action to improve standards
- Ensuring attention to detail and consistency in brand and venue message
- Motivating a team throughout demanding periods
- Monitoring enquiry response levels and conversions; recognising upselling opportunities
- Dealing with corporate clients on event co-ordination
- Constant problem solving to resolve booking issues
- Ensuring accurate event details are communicated to operations team
- Monitoring the daily and weekly reservations, highlighting areas of concern and communicating this to senior management at the earliest opportunity
- Maximising revenue by identifying gaps in the business

ESSENTIAL:

- At least one year's management experience in high volume reservations or call centre background
- Forward planning
- Strong sense of urgency
- Excellent communication skills, both verbal and written
- Superior attention to detail
- Ability to work well under pressure
- A positive 'can do' attitude

DESIRABLE:

- Experience in a high volume call centre or central reservations department
- Experience using ResDiary reservations systems
- Experience using Collins enquiry management system