

OXFORD WITNEY HOTEL

Witney

JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	Reservationist
Department / Team	Reservations / Conference Office

What is the main purpose of the role?

Contribute to the growth of the rooms and accommodation business, maximising occupancy and revenue, through proactive selling and effectively converting enquiries into sales.

Ensure all guests and potential guests receive a polite, professional and efficient service, ensuring all hotel and company standards are maintained and all current legislation is adhered to.

Key Responsibilities and Duties

- Take bookings for all bedrooms, as per the hotel, company and legal standards.
- Ensure bookings are managed to maximise sales, occupancy and revenue.
- Upsell all hotel facilities when taking bookings.
- Accurately input all guests' requests into the hotel booking system as per the hotel, company and legal standards.
- Assist the client with any special requests.
- Ensure all correspondence is answered, recorded and filed accurately as per the hotel and company standards.
- Identify all sales opportunities and effectively convert into bookings.
- To consult with the Reception & Reservations Manager in respect of group and agency bookings.
- To ensure the overbooking and close out procedure is in accordance to the hotel and company guidelines.
- Consult with the Reception and Reservations Manager regarding special rates and discounts where not already pre-arranged.
- Send out requested information to potential guests as per the hotel and company standards.
- Ensure that all amendments, late bookings and special requirements are communicated effectively.
- Act in a professional and polite manner to all guests and colleagues at all times.

- Have a thorough understanding of products and facilities to ensure customer and guest needs are met and exceeded.
- Through attending staff and departmental meetings become familiar with hotel and department financial objectives.
- Ensure that all accounting procedures and requests for credit facilities are dealt with as per the hotel, company & legal standards.
- Ensure the full awareness of all rates, especially through seasonal peaks.
- Actively work as part of the team to achieve the department and hotel objectives.
- Assist with Christmas and Special Event bookings as required.
- Cover Reception breaks as required.

The Ideal Candidate

- A background in hospitality alongside experience in both group reservations as well as individual reservations is essential.
- You must have strong communications skills, as you will be communicating with guests and colleagues, as well as excellent customer service skills.
- Ideally you will be able to deal with changing priorities and work demands while maintaining an eye for detail.
- You should have the ability to deal with people from different backgrounds and possess a strong command of the English language.