

Reservations Assistant

Location: Andras House, 60 Great Victoria Street, Belfast, BT2 7BB

Department: Reservations and Revenue

Reports to: Reservations and Revenue Manager

About Us...

We are always looking for talented and enthusiastic team members at all levels to join our company

We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company. Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We're the city's largest hotel group and we are proud to be at the forefront of hospitality in Northern Ireland.

About the Role...

This is a crucial role within a dynamic and fast paced environment. Primarily this role will Assist with the efficient and smooth running of the Reservations Department, dealing with guest enquiries in a professional manner and achieving financial targets.

About You...

You will have strong attention to detail. You will enjoy working with a team and contributing positively to it, but also have the ability to work on own initiative. Communication is key working in this role.

Why Work for Us...

Andras Hotels Employee Benefits:

Health Care Cash Plan

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Payroll Giving in Action

Staff meals while on duty

Uniform

Discounted rate at Crowne Plaza Gym

Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group

Work for globally renowned Hotel Brands

Reward Club Incentive Scheme

Discounted Hotel Rates

Hotel Incentive scheme

Duties and Responsibilities

- Ensure that phones / emails are answered in a speedy, professional and efficient manner
- Ensure all Reservations are accepted, recorded and confirmed in accordance with Company Policy and in an efficient and courteous manner
- Ensure all guest enquiries are handled professionally and provide information regarding Hotel services available
- Assume responsibility for checking arrivals, managing duplicate bookings, group arrival details, etc.
- Manage group bookings within Company criteria; collect payments, adhere to cancellation policies, check master bills, keep hotel fully informed of group requirements.
- Management of online systems to include Rate & Availability management
- Cross selling of all hotels within the group; knowledge of each PMS / CRS system to assist with covering holidays / breaks for colleagues
- Upselling of Hotel facilities / supplements to potential customers to maximise revenue
- Reviewing daily PACE and reservations created reports for booking trends, group reservations, rate queries and making recommendations for public / group rates
- Be aware of current business targets, actual budgeted and forecasted business levels and to focus at all times to achieve these targets
- Assist the Reservations / Revenue Manager in the preparation of reports
- Actively participate in any training and personnel exercises designed to improve standards and performance levels
- Assist with collection of payments on advance purchase reservations, management of declined bookings
- Liaise with the Accounts Department for Accounts outstanding, commission claims, matching online payments with PMS system and keeping guest ledger to a minimum

Behaviours...

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable

Accountability...

- Works within Reservations Department
- Hours of work will be Monday to Friday 9am to 5.30pm

Qualifications and requirements

Essential:

- Previous Experience within the Hospitality Industry
- 5 GCSEs including Maths and English at Grade C or above or equivalent qualification
- Customer Service Skills
- Excellent Communication Skills
- Computer Experience or relevant qualification (OCR/RSA Stage 2 or equivalent qualification)

Desirable:

- Experience within a Reservationist Role
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The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job
