

THE GRAND HOTEL

The Grand Hotel is one of Torquay's finest 4 star hotels situated opposite Torre Abbey Sands with a spectacular view over the bay! The hotel consists of over 120 bedrooms forming different individual styles and views, The 1881 Restaurant, The Brasserie & Lounge, Leisure & Spa Facilities with indoor and outdoor swimming pools along with perfect events spaces which accommodates meetings, weddings and events.

The hotel is part of The Richardson Hotel Group which is a established hotel group operating additional hotels in Torquay, Falmouth & Exmouth. Following business expansion, we are now looking to recruit hospitality individuals to be part of our ongoing journey in continuing the development of our hotel business. If you are a hospitality individual and are looking for a new challenge and would like to be part of an exciting journey within the business and for yourself then we would like to hear from you.

WORKING WITH US

As part of our exciting recruitment program we are looking to recruit a reservationist to join our central reservations team, reporting to the central reservations & revenue manager on a full time basis working to the needs of the business. The position is full time and is based upon 5 days over 7 offering shifts on a flexible basis to be discussed at the interview stage, due to the nature of the business you will be required to work during peak seasonal holidays along with rotational weekends.

This a fantastic opportunity for a talented individual to join our hotel in assisting us to achieve our financial and customer satisfaction goals. You will be part of a fast paced department in achieving high standard of customer care, creating the ultimate customer experience within our busy hotel.

MAIN DUTIES & RESPONSIBILITIES

- Handle new and existing incoming room, restaurant, and spa booking enquiries, ensuring each call is answered promptly and professionally
- Gain a solid understanding of Richardson Hotel Group and Hotels and what we offer to guests in terms of a key selling points.
- Coordinate guest stays, offering additional services and packages, noting guest requests and building profile preferences for all properties.
- Provide a consistently excellent level of guest service in accordance to our customer values, ensuring that all guests receive an outstanding experience from start to finish when booking their stay and occasion at the hotel.
- Demonstrate strong sales skills with the ability to convert enquiries into sales whilst upselling additional facilities and items.

ABOUT YOU

- The successful individual will be confident, self-motivated with the ability to build rapport with guests on all levels
- Have strong attention to detail and being great at multitasking
- Exposure to a high end hospitality environment within in the hospitality industry would be advantageous.
- Flexible approach to working hours.

RESERVATION AGENT

Job Types: Full-time, Permanent
Salary: £11.00 per hour
Expected hours: 35 - 40 per week

Benefits:

- Company pension
- Discounted or free food
- Employee discount
- Free parking
- Gym membership
- On-site parking

Schedule:

- Monday to Friday
- Weekend availability

CONTACT

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