

Reservationist
Job Description

About Us:

We are excited to offer an opportunity for a career in Reservations within the hospitality sector, supporting Nottingham Venues properties.

Main Purpose of the Role:

You will contribute to the growth of our rooms and accommodation business by maximizing occupancy and revenue through proactive selling and effectively converting enquiries into sales. Your role will ensure that all guests and potential guests receive polite, professional, and efficient service, maintaining hotel and company standards and adhering to all current legislation.

The Ideal Candidate:

You will work as part of the hotel team to ensure that all customer and guest interactions reflect the hotel's consistent delivery of the highest quality standards of product and service.

You will ensure the sales office meets the specifications and standards set by the client, as directed by the Director of Revenue and the Director of Meetings and Events. You will liaise with the Conference and Events team regarding residential groups' requirements for overnight stays at the Orchard Hotel, ensuring additional requests are met where necessary.

Additionally, you will liaise with other departments regarding guest requests. You will maintain the Reservation Outlook account, being the first point of contact for all overnight inquiries in an efficient and concise manner.

You will be knowledgeable about the services provided on-site, enabling you to answer questions from prospective visitors and overnight guests. You will always operate in a professional manner, portraying a positive working culture and work ethic, performing your role to a high standard, and in alignment with Nottingham Venues policies and procedures. You will ensure exceptional levels of health, safety, and hygiene at all times, in accordance with Nottingham Venues company policies and procedures.

Benefits

- 25 days Holidays plus bank holidays, or a day off in lieu if contract requires you to work. PLUS, an extra day holiday for each years' service (up to a maximum of 5 years)
- Real living wage employer
- Opportunity to be part of a contributory Pension scheme
- Free meals and refreshments when on duty
- Excellent training and development opportunities through our internal training program and support with professional qualifications
- Discounts available for both yourself and friends and family in our hotels and restaurant
- Discounted membership at the University sports facilities
- Employee recognition schemes including long service awards and monthly "Top of the tree" event
- Opportunity to earn additional payment by being a member of various employee committees
- Employee wellbeing support
- Full uniform provided
- £250 recommend a friend incentive

In May 2018 the data laws changed for the better. This means you have better control of your own data and how it's used. We want to reassure you that we treat your details carefully and your data with the utmost respect. So, we've updated our Privacy Policy to reflect how we collect, protect, and handle your personal information.