



**JOB TITLE:** Hotel Reservationist  
**JOB REFERENCE:** HRES 02/19

*This position is full time and will be 12-hour shifts, based on 4 days out of 7; this will include evening and weekend work.*

*£8.63 per hour.*

We are looking to recruit a **Hotel Reservationist** with an excellent **attitude**. Galgorm Spa & Golf Resort provide a **very positive working environment**, where each employee is encouraged, with our **full support**, to plan and tailor their **development** and use their **initiative** to best serve our clients. The main purpose of this position is to act as a sales agent on behalf of the Resort, ensuring that you have the knowledge to provide our guests with the best suited package.

**The Position:**

- To work within office guidelines to ensure that all client bookings are accurate.
- To deal with all client queries – by phone, post, online and face-to-face.
- To maintain a good knowledge of all the Resort's services and current packages/room rates, in order to deal with daily client queries and bookings.
- To identify and maximise sales opportunities in all client queries/contact.
- To carry out Reservations procedures as per the daily checklists.
- To carry out any additional administrative duties as required.
- Work within the guidelines of health and safety operatives to ensure all staff and guests are safe at all times.

**The Person:**

***The successful candidate will have;***

- 9 months experience working in a dynamic, fast paced environment as an administrator, Sales Agent/Rep., preferably within a hospitality environment.
- Must have previous sales experience.
- Experience working in a call centre environment (desirable)
- Confident IT skills to include outlook, word and excel.
- A good administrative and customer service background with the ability to demonstrate skills in both.
- The desire to deliver outstanding customer service.

- Strong interpersonal and communication skills.
- Warm, friendly and energetic with a great pride in your overall appearance.
- A flexible approach to work.
- Experience or an interest in the hospitality industry.

**We reserve the right to enhance the criteria to aid shortlisting and, in the event, that we receive large numbers of applications only those that are shortlisted will be contacted.**

Please be aware that by applying for this post you are consenting to Galgorm Spa & Golf Resort processing the information you have provided for the purposes of Recruitment and Selection for this role. Further details are available in our Job Applicants Privacy Policy available on request from our HR department.

**The closing date for this position is Thursday 28th February 2019.**

**Galgorm Spa & Golf Resort are an Equal Opportunities Employer**