



# BRYN MEADOWS

<b>Job title:</b>	Reservations and Groups Co-ordinator
<b>Location:</b>	Bryn Meadows Golf, Hotel and Spa
<b>Responsible to:</b>	Sales and Marketing Manager
<b>Function:</b>	Responsible for maximising room occupancy and revenue opportunities through the co-ordination of all reservation's enquiries and bookings.

## 1.0 Main duties / Job objectives

- 1.1 To attend to the needs of all our guests maintaining a high standard of service at all times.
- 1.2 Be knowledgeable about the resort and what services are offered, confidently communicating and promoting this to customers.
- 1.3 Maintain a good working relationship with all departments through the communication of relevant information required for the smooth and efficient stays of guests.
- 1.4 To be responsible for the co-ordination of the weekly group's events in the form of weekly function sheets through accurate inputting of data.
- 1.5 To be responsible for obtaining and passing on the relevant information from our customers to be able to operation a stay efficiently.
- 1.6 To type group events contracts and subsequently chasing up the return of the signed contract.
- 1.7 To be responsible for obtaining payment for groups events at the relevant points in the bookings in conjunction with the hotels credit procedure.
- 1.8 Ensure that all enquiries received are provided with an email proposal where appropriate
- 1.9 To assist in identifying and developing new business leads for the hotel through an effective 'chase' system, obtaining relevant details from all our enquiries and maximising the outcomes and passing these leads into the sales and marketing manager.
- 1.10 To manage departmental budget and monthly targets to achieve the standards set by Sales and Marketing Manager.
- 1.11 Ensure that all enquiries are logged in the reservations system and appropriate chases to convert the business actioned
- 1.12 To manage online availability, updating rates and availability to maximum revenue.
- 1.13 To co-ordinate mailing and invitations for any events to be held with the sales and marketing manager, for example, Christmas, new year, mothers' day etc via a maintained database.



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- 1.14 To handle a range of enquiries from our potential customers via telephone, email, letter or person to person, whilst providing the kind of after-sales service that persuades customers to return.
- 1.15 To obtain 'after event' feedback from groups by either phone call or customer questionnaire, action on where necessary, ensuring feedback to relevant departments is given.
- 1.16 To ensure the correct, precise inputting of data in line with the company standards.
- 1.17 Prepare and conduct e-blast to the database as instructed by the sales manager
- 1.18 Updating database with contact gained from inhouse data capture cards
- 1.19 To manage your own diary with respect to booking in meetings with potential customers and existing customers and show rounds.
- 1.20 Amending rates in line with the business requirements on third party websites and in house reservation system as advised by the sales manager.
- 1.21 To participate and contribute to clients hospitality events as required.
- 1.22 To co-ordinate with other departments when dealing with bookings with overnight accommodation, spa and golf bookings.
- 1.23 To present yourself in a professional and efficient manner at all times, reporting for duty on time, in the correct company uniform, groomed in accordance with company policies and procedures.
- 1.24 Complete daily check-list.
- 1.25 To assist the events co-ordinator in their absence and during their shifts.

A minimum of 12-months administration experience would be required along with previous experience in a reservation's role or similar.

**Please only apply if you meet the above requirements.**

To apply, please fill in the application form from the website and send this with your CV to [Alexandra.smith@brynmeadows.co.uk](mailto:Alexandra.smith@brynmeadows.co.uk)