

Reservations Supervisor

A Fantastic opportunity has arisen to work at Bovey Castle Luxury Hotel. Set in majestic surroundings including a championship Golf course, Bovey Castle offers the chance to work with an exceptional team and develop a 5 star career.

We are looking for a Reservations Supervisor to head up the reservations function and work closely with the Front of House and Revenue Managers.

Duties will include:-

- Creating an outstanding first impression of Bovey Castle by giving a comprehensive description of rooms, facilities and offers.
- Day to day supervision of reservations department and reservationists.
- Recording bookings accurately to ensure that every guest requirement is met and exceeded with their stay or experience.
- Ensuring that all enquiries are dealt with in a timely and professional manner.

The Ideal candidate will have:-

- A Hospitality background in Reservations.
- Familiarity with Opera PMS system.
- A Reservations Supervisor / Head Reservations / Head Receptionist background or a reservation orientated leadership role.
- Flexibility to deal with Hotel and Guests requests.
- Rooms management knowledge including dealing with GDS, OTA's and website promotions.
- Excellent telephone sales & negotiation techniques

In return you will receive a salary in the region of £16000 per annum (depending on experience) as well as other fantastic benefits including shared service charge, gratuities, free use of facilities including Championship Golf course, meals whilst on duty and huge discounted rates for friends and family.

To apply for this position please email your CV and a covering letter to sirvin@boveycastle.com.





JOB DESCRIPTION

Job Title: Reservations Supervisor

Department: Front of House

Responsible to: Front of House Manager

Scope and General Purpose:

To manage, design, control and implement the standards of the Reservations function. To ensure the day to day running of reservations is to Bovey Castle standards, in line with the Front Office Standards, striving to achieve higher standards at all times.

DUTIES AND RESPONSIBILITIES

1. Create an outstanding first impression of Bovey Castle by giving a comprehensive description of rooms, facilities and offers.
2. Day to Day Supervision of the reservations function.
3. Recording bookings accurately to ensure that every guest requirement is met and exceeded.
4. Ensuring that all calls are answered within 3 rings and all customers either receive a booking quote first time or within 24 hours of enquiry.
5. To promote sales awareness and to be aware of sales incentives and communication to your department.
6. To be aware of the rooms strategy and communicate this to the team.
7. To maintain a good knowledge of Bovey Castle Hotel and the sales procedure.
8. To be aware of budgeted, forecasted and actual rooms revenue and to communicate this to the team.
9. To liaise with Revenue Manager daily / weekly on latest prices, promotions, focus and strategy.
10. To be aware of cash/key security procedures and maintain.
11. To achieve a high level of service standards and proficiency in administration procedures.

12. To ensure the team has product knowledge in order to maximise sales.
13. To take responsibility for the recruitment and development of staff in reservations and your own personal development.
14. To maintain regular and effective communication within your team and all levels within the hotel.
15. To attend HOD meetings and communicate with all departments to ensure the hotel operates as a team, producing relevant information for this meeting.
16. To create a team environment which promotes good employee morale and ensures a high level of commitment and pride in the department and hotel. (Measured by 2 x Staff surveys per year).
17. Manage Reservations holidays so there is no more than 1 person off at a time and 100% of holidays are planned.
18. To take on any other reasonable duties requested by the Management and to be flexible in assisting around the hotel in response to business and guest demands.
19. To carry out appraisals twice per year and job chats with staff under your control, agreeing areas of development for each person and specific objectives.
20. To ensure the completion of weekly rota & timesheets for reception.
21. To carry out the role of Duty Manager when required.
22. .To comply with statutory and legal requirements for fire, health & safety, licensing and employment laws and to ensure all of the team members also work in accordance with these requirements.