

Job Title – Group Reservations / Reception

Location – Rydal Hall.

Salary – £12.00 per hour

Hours of Work – 37.5 hrs per week.

5 Day working week Monday – Friday 9am – 5pm

Reports to- Reception Manager



Background

Rydal Hall is a unique venue that is open to all regardless of faith and background, we welcome guests and visitors to all that we offer. We have a Hall with 30 bedrooms the majority of which are ensuite, various meeting rooms and quiet spaces and a bar to unwind in, listed well preserved gardens, Camping site with an unspoiled back to nature feel, Glamping, Self-catering cottages, a bunkhouse which sleeps 28 with great facilities for those groups who want to cater for themselves. The Tea Rooms which is open all year and often a stopping point for those who have come to visit Rydal or are passing through on the many walks. So, all in all it is a unique platform for us to engage with our visitors and guests to transform and raise a sense of conscious and awareness of Rydal.

Main Responsibilities

You will play an integral role at the beginning of our guest's journey. You'll respond to guest calls, emails, and enquiries for group stays, rooms, self-catering & Camping reservations and general information, taking reservations from enquiry to confirmation stage. You'll work with the reception manager and departments ensuring all data, reporting and systems are up to date. You'll build strong relationships with repeat customers, and support in ensuring we are their preferred choice.

Main Job Duties and Responsibilities

The Role

- Ensure all Group reservations are taken in line with the SOP's.
- Deal with all telephone and email enquiries in a prompt and professional manner.
- Always ensure accuracy and attention to detail.
- Be aware of seasonal and historical trends.
- Ensure maximum occupancy, average room rates and targets are achieved.
- Be fully conversant with all reservation procedures including cancellations and no-shows and always adhere to these procedures.
- Chase all unconfirmed bookings, ensuring they are confirmed or released in accordance with the Halls policy.
- Be fully aware of rates and promotions and to quote such rates in line with our revenue strategy. Ensuring maximum occupancy are always achieved.
- Deal with all internal and external customers in a professional manner including answering all telephone calls promptly and correctly.
- Complete reservation checks as per Company standards.
- Register and check guests in as well as authorizing and verifying guests' payments.
- Confirm relevant guest information as well as issuing room keys and direct guests to their rooms.

- Maintain clear and accurate records of groups and guest room bookings.
- Listen and respond to guest queries and requests both in-person and by phone.
- Attend any relevant training courses.
- Run the day-to-day operation of the reservations department.
- Be aware and have full knowledge of our competitors and their facilities.
- Focus on outstanding customer service aiming to exceed our guest's expectations, making each and every person feel special.
- Apply excellent attention to detail, maintaining effective controls and implementing the necessary systems and procedures for smooth running of the reservations department.
- Deal with guest enquiries.
- Assist in training staff members to a high standard.
- Complete daily tasks along with understanding all team members' requirements and the daily traffic into the office.
- Assisting Reception Manager with daily reporting
- Process group bookings, rooming lists and group booking contracts.

What we're looking for:

To be successful in this role, you must possess the following qualifications, attitude, behaviours, skills, and values:

- Possess excellent guest focus and have a real passion for hospitality.
- Have an excellent telephone manner.
- Have an eye for detail and procedures.
- Have the ability to be efficient under pressure and be able to multitask.
- Excellent organisational skills will be of paramount importance.
- Flexible and be able to work under pressure.
- Must understand that customer service is paramount to our business and that all guests receive a warm and personalised welcome, maintaining the personal touch.
- A strong communicator with guests and fellow employees ensuring they are always aware of the operation and its workload each day.

Skills and Experience (Desirable)

- Previous Hospitality experience
- Previous experience of Epos and Guestline booking system.