



the Whistledown hotel

Job Description:- Hotel Reservations Administrator

POSITION TITLE: Hotel Reservation Administrator

REPORTS TO: The General Manager and Reservation Manager

POSITION SUMMARY:

The role of Reservations Administrator will include:-

- Greeting and welcoming all guests to the hotel
- Process hotel bookings for reservations, and all general hotel enquiries
- Handling customer enquiries and complaints
- Delivering excellent customer service
- Help out in other departments as required
- Hotel General Office administration duties including the use of Microsoft documents

REQUIREMENTS

- Excellent customer care skills.
- Be able to work on your own initiative.
- Excellent communication skills.
- Be able to cope well under pressure.
- Experience beneficial, but full training will be provided.
- Proficient in use with Microsoft Office, Word, Publisher, Excel, Outlook
- Experience of Reservations Booking Systems, Website Back Office Software, Online Travel Agents eg. Booking.com