

## Reservations Agent

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Company: Rosewood London

Location: United Kingdom

Category: office-and-administrative-support

### Job Description

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### Role

We are currently looking for a **Reservations Agent** to join our team of associates at Rosewood London. Our **Reservations Agents** are appointed to respond to all room reservation requests with the aim of converting each request into a confirmed booking using the selling strategy set by the hotel. This role offers a schedule of 40 hours spread over 5 working days and plays an integral part in maximising the hotels' profitability.

### Key expectations of this role are

Possessing a thorough knowledge of the hotel and its offers from a product perspective and being able to use the feature and benefit sales technique confidently.

Effectively communicating and prioritising your tasks in an engaging, refined and intuitive manner.

Responding to all guest enquiries in an engaging manner whilst using Rosewood standards with the aim of converting every enquiry into a booking by delivering efficient and intuitive guest service.

## Profile

Paying exceptional attention to detail by not comprising on quality standards.

The ability to work in a team and build relationships with the others.

Being organised and proactive in managing your tasks.

Good communications skills in order to handle complex guests' requests.

Having good knowledge of the Opera property management system.

All our associates have the opportunity to live by our guiding philosophy which captures the essence of our culture RELATIONSHIP HOSPITALITY. Heartfelt interactions are our lifeblood. A desire to build genuine, rewarding and lasting relationships with everyone we meet comes naturally to us – it's our Calling.

## Benefits

28 days paid holidays per annum including Bank Holidays

Company pension scheme and life assurance

12 complimentary room nights and F&B discount worldwide

Career development opportunities

Free meals on duty

Season ticket loan

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