



**Head Office  
Vacancy  
Central Reservations Agent- Maternity cover**

This is an excellent opportunity for the right candidate to gain valuable experience in a fast paced and busy department. We are looking for a Central Reservations Agent who can reflect our passionate commitment to excellent customer service. Joining a highly skilled and respected team, you will be responsible for professionally handling customer reservation enquiries and bookings and ensuring sales opportunities are maximized.

**Responsible for:**

- Handling reservations calls promptly, courteously, ensuring that all bookings are processed correctly.
- Processing all reservations related correspondence, ensuring all special requests are actioned.
- Completion of daily, weekly and monthly administration to ensure effective maintenance of systems information.
- Preparing ad hoc reports as required.
- Promoting all Hastings properties to ensure that opportunities to increase sales are maximised.
- Maintaining effective communication with Group Sales and hotel personnel to ensure guest satisfaction.

**You will ideally have:**

- Previous telephony experience gained within a customer service contact centre environment.
- Previous reservations experience.
- Ability to work under pressure within a team.
- Excellent verbal communication skills.
- Proficient computer literacy to include MS Office, Excel and Outlook.
- Excellent planning, organizing and prioritizing skills.
- High standard of attention to detail.
- GCSE level standard with minimum GCSE grade C passes in English & Maths or equivalent.

**The closing date for this position is Tuesday 25<sup>th</sup> February 2020 at 5pm. Working hours are 5 days out of 7 on a shift rotation.**

**To apply please forward a cover letter explaining how you meet the above criteria to the Central Reservations Manager on [cro@hastingshotels.com](mailto:cro@hastingshotels.com)**