



RESERVATIONIST

Department: Reservations

Reporting to: Reservations Manager

An exciting opportunity for serious earnings, great perks and the rare chance to join Cornwall's leading spa and wellness resort.

The right candidate needs boundless enthusiasm, great conversation skills and the willingness to learn fast.

Expect to earn as much as £400 per week whilst enjoying generous discounts on use of our unrivalled facilities plus substantial career development opportunities, working at the heart of the busy St Michaels operation.

WHY JOIN THE ST MICHAELS CREW?

Following the multi-million-pound investment into new bedrooms, a world-class spa, state-of-the-art health club and award-winning dining, it's an exciting time to join the crew at St Michaels.

We're currently transforming our Reservations Team to match the growing demand and this role is a great opportunity to make your mark in a fast-changing environment.

Reservations Agents are responsible for developing all resort enquiries – for hotel stays, conferences, spa treatments and dinner reservations – into confirmed bookings. This key role is often the first point of contact with St Michaels, marking the beginning of the guest journey, so your input will be critical to our business.

Full training in the world-beating St Michaels customer service will be provided, as well as a thorough run-through of products and systems. Now fully primed, our shiniest crew member will be ready to join the enthusiastic team, where a range of incentive schemes drive big rewards and a fun work environment.

DUTIES & RESPONSIBILITIES

- SALES
 - Adopt a sales attitude: know your sales targets and exceed them.
 - Be aware of all sales opportunities within the hotel to maximise sales.
 - Passionate cross-selling and upselling additional resort facilities.



- Proactively make outbound calls to upsell to future guests.
 - Actively participate in regular sales team meetings.
 - Stay up-to-date with rates, special offers and other key sales information.
 - Understand how daily targets affect budget.
- GUEST RELATIONS
 - Deliver exceptional customer service at all times.
 - Excellent handling of all incoming enquires for the hotel, including rooms, dining, spa and health club bookings.
 - Accurate processing of all bookings, ensuring guest profiles are up to date
 - Respond to all email correspondence in a timely manner.
 - Work closely with front of house to ensure all guest information is relayed prior to check-in to ensure the smooth arrival and stay of the guest.

WHAT WE LOOK FOR IN OUR CREW

- Passionate about working in hospitality
- A commitment to fully sign-up to our ethos, mission and values
- An understanding of what amazing guest service looks like and how your role fits into this
- An active, involved member of our wider crew
- Great eye for detail
- A willingness to learn and develop throughout your career with us

PROFESSIONAL ATTRIBUTES, SKILLS & EXPERIENCE

- Establish and maintain good working relationships with other departments.
- Liaise with the other departments in a polite and efficient manner to ensure that all issues and queries are communicated and met in order to provide a seamless customer experience.
- Deal with all enquiries in a professional and courteous manner, in person and over the telephone.
- Excellent communication, interpersonal and presentation skills.
- Excellent organisational and administrative skills.
- Passionate about sales, customer service, well-being and St Michaels
- Able to work under your own initiative and as part of a team
- Resourceful, flexible and responsive in dealing with people.
- Experience within the hospitality industry is an advantage, but not critical.

BENEFITS

- Attractive incentive scheme
- 28 days paid holiday (pro-rata for part-time staff)
- Meals on duty
- Preferential rooms rates*
- 25% staff discount on food and drink



- 25% discount on Spa treatment and retail products*
- Discounted membership to the Health Club*
- Partner discounts*
- Professional development
- Uniform supplied

*subject to availability and eligibility

Please note we are unable to offer live-in accommodation for this role.

REMUNERATION

£6.15 - £8.21 per hour (rising to £6.45 - £8.72 from April 2020) plus bonuses/incentives

HOW TO APPLY

Please send a copy of your CV plus a paragraph on why you'd be perfect for this role to recruitment@stmichaelshotel.co.uk. Due to the large number of applications normally received, regretfully we are only able to reply to candidates who have been shortlisted.