We are looking for one more person to join our team! Group Reservations Coordinator to work in fast pace hospitality environment in Edinburgh City Centre.

Job Purpose:

To achieve the budgeted group revenue through selling room stock and up-selling packages whilst providing exceptional customer service. To ensure that on a day to day basis the department is run to company standards and all enquiries and bookings are maximised to their potential.

Key requirement:

Have previous experience working in a hostel/hotel reservations department.

Well organised and must have excellent communication and presentation skills.

Ability to work under pressure and enjoy working in a fast-paced, competitive environment.

Have strong customer service experience and a thirst for sales is very important.

Build and maintain strong relationships with customers and team members.

A high level of attention to detail and ability to multitask is required.

Fluent ability in English and sufficient IT Skills required.

More about the role:

Be actively involved with the groups budget ensuring the business mix and selling strategy are on point to ensure the hostel targets are achieved.

Know all the different hostel profiles and maximise what each property has to offer.

Ensure group reservations are taken and entered accurately into the PMS and that all revenue is recorded correctly at all times whilst keeping in line with company terms and conditions.

Ensure all enquiries are dealt with in an efficient and professional manner.

Ensure all payments are received within the allowed time frame.

Completing all administrative tasks with acute attention to detail.

Maintain effective communication with all operational departments in order to effectively communicate client requirements.

Complete regular group calls used as an opportunity for up-selling.

Experience preferred and training will be provided.

German speaking preferred however not essential.

Salary: Competitive

We look forward to hearing from you

Job Type: Full-time, Permanent