



Central Hotel Reservations Agent

Job type: Permanent

Hours: Hours negotiable. 20 – 30 per week which includes paid breaks

Salary: 20 hours: £9880 per annum. 25 hours: £12,350. 30 hours: £14,820 per annum

Location: Homebased. Occasional travel to our Head Office and our client's hotels within Scotland may be required subject to COVID-19 travel restrictions.

It is an exciting time to join Hotelfone as due to ongoing exceptional demand we are expanding and once again recruiting for a Hotel Reservations Agent to join our newly created Central Reservations Service.

The foundation of our success at Hotelfone is built on the people who work for us. We are proud of the positive team spirit we have at Hotelfone and that 88% of our team choose to stay with us, which is above the industry benchmark.

With our values at the heart of what we do, we encourage our teams to constantly strive for better outcomes and embrace change as we continue to grow. Everyone in our team is a valued colleague and their input and opinions matter to us.

About Hotelfone

At Hotelfone we are the market leader in providing a bespoke reservation service for luxury and boutique hotels. We pride ourselves on delivering a first-class seamless customer experience from an initial telephone answering service through to securing accommodation sales.

Our exceptional teams have extensive reservations experience and knowledge, with high standards that are reflective of the luxury and exclusive hotels we support throughout the UK and Europe. Working from the ideal sales environment of their own home office, dealing with only one call at a time, our teams can make our customers a priority without the distractions of a busy reception area.

The challenge

With a passion for delivering a 5* customer experience your day will be varied as part of a busy team providing a full central reservations service for two Scottish based clients.

The focus is to convert sales enquiries into room reservations by managing inbound telephone and e-mail enquiries and provide a general administration service by responding to brochure requests, voucher management and supporting marketing promotions. There will also be a strong focus on cross-selling across all our client's Scottish properties.

We are looking for a Central Hotel Reservations Agent who is ambitious, enjoys a challenge, has reservations or front of house experience in the luxury 4 or 5 star hotel market and will excel in a target-driven environment.

As a competent and confident team player you will be required to absorb a large amount of information about our hotel clients within a short space of time and achieve daily individual and team revenue targets.

Hotelfone recognises the benefits of a work-life balance and are recruiting for a 40 hours per week contract, which includes 5 hours of paid breaks and 2 days off a week. Your rota will be scheduled during the core hours of Monday to Sunday 09:00 – 22:00 with shifts between 5 and 9 hours in duration. The way we work will allow you to work your scheduled hours with no expectation to work extra. Overtime may be available from time-to-time to cover holidays and peak times, but the choice is yours.

We are open 362 days a year, (you are guaranteed to be on holiday on 25, 26 December and 1 January) to support our clients when they need us the most.

What we will provide for you

- A collaborative culture where curiosity, creativity, experimentation, and innovation are fostered.
- A highly motivated team delivering unique services to our clients.
- A creative environment that supports the development of further service offerings to solve challenge for both Hotelfone and our hotel partners.
- Opportunities to develop your career and represent some of the best hotels in the country.
- Tailored training and support to ensure you become an integral part of our Hotelfone team.
- A working environment that encourages and supports a great work-life balance.

Benefits

- Homeworking.
- Paid breaks.
- Competitive salary and pension scheme.
- Flexible working hours and patterns, with opportunities to swap shifts and request specific non-working days.
- Minimum 28 days annual leave, increasing with length of service.
- Company is closed 25, 26 December and 1 January (15 hours of annual leave reserved for these days).
- Life insurance.
- Favourable hotel discounts.

What you will bring to Hotelfone

Essential:

- Significant revenue conversion experience within a results-driven sales team in a UK luxury, 4 or 5 star hotel. Reservations experience should ideally be within the past 3 years for a 4-5* hotel or as part of a central reservations team representing hotels of that calibre.
- A passion for delivering exceptional customer service and going above and beyond.
- Interpersonal skills that will enable you to build and foster positive working relationships internally and externally.

- Excellent attention to detail and listening skills.
- An excellent written and verbal command of the English language
- Excellent computer skills and the ability to navigate around several different systems within a short space of time.
- Great team spirit.

Homeworking

The role will be primarily homebased with occasional travel to our Head Office in Bridge of Weir, Renfrewshire, and to hotels within Scotland when required. All travel will be subject to COVID-19 travel conditions.

A key condition of the role is your ability to provide:

- A professional home office working environment that is free from distraction and background noise.
- Broadband speed: minimum 35mb/s.

Is this the role for you?

If yes, please e-mail your CV along with a covering letter outlining why you are interested, as well as your suitability for the role to recruitment@hotelfone.co.uk

You will find more information about Hotelfone and working for us at hotelfone.co.uk with the option to contact us to speak to a member of our team.

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