

Hotel Reservations Agent (Yield Specialist)

Job type: Permanent

Hours: 25 hours minimum with paid breaks (hours negotiable)

Salary: From £18,720 pro-rata dependent upon experience. London premium will apply

Location: Home-based. Occasional travel within the UK required

Website: www.hotelfone.co.uk/careers

Hotelfone is currently recruiting for part-time Hotel Reservations Agent. Working from home within our core operational hours of 09:00 – 22:00 Monday to Sunday, we offer a range of hours and shift patterns.

About us

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 foundation of our success at Hotelfone is built on the people who work for us. 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 is a valued member of our team and their input and opinions matter to us.

The challenge

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

Your experience in the hospitality world will help you maximise revenue opportunities and deliver a 5 red star exceptional reservation service on every inbound call. 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.

Flexibility is key as our core hours are Monday to Sunday 09:00 – 22:00, 362 days a year, providing a work-life balance for our teams whilst supporting our clients when they need us the most.

In return, we will provide you with training and support to become an integral part of our Hotelfone team.

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 partner's
- Opportunities to develop your career
- A working environment that encourages and supports a great work-life balance

Benefits

- Competitive salary and pension scheme
- Paid breaks
- Homeworking
- Flexible working hours and patterns
- Minimum 28 days annual leave, increasing with length of service
- Company is closed 25, 26 December and 1 January
- Favourable hotel discounts

What you will bring to Hotelfone

Essential:

- Minimum 3 years revenue conversion experience within a results-driven sales team in a UK luxury, 4 or 5 star hotel. Ideally within the past 5 years
- A passion for exceptional customer service & 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
- Excellent computer skills and the ability to navigate around several different systems within a short space of time
- Great team spirit
- An excellent written and verbal command of the English language
- UK based resident

Home office

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
- Laptop/pc less than three years old with the following specification: Windows 10 (10S is not compatible with our systems), Intel i3 processor with 4GB RAM minimum
- Broadband speed: minimum 35 Mbps

Is this the role for you?

If yes, please apply by e-mailing 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.