

Open up
YOUR new
frontiers



RESERVATIONS SUPERVISOR

London Town Group, UK

Founded in 1988, London Town Group manages 6 hotels in the UK, 5 of which being Mercure branded in locations such as London (Kensington & Paddington), Nottingham (Lace market) and further planned openings in London (Hyde Park) and Derby (County Cricket Ground). With head offices in Kensington, the group has become an established property investment company focusing on four star hotels.

Job purpose

The role of the Reservations Supervisor is to support the Reservations Manager with the day-to-day running of the department, ensuring that work is carried out accurately, effectively and is on time. Leading, motivating and coordinating a team of reservations agents is an integral part of the role as well as facilitating a smooth and effective communication with all hotels, ensuring a seamless, highly satisfactory and incomparable service.

Skills & Experience

This role requires previous experience in a similar role, maturity and professionalism as the Reservations Supervisor will be privy to management level conversations and be expected to set a good example at all times for all the Reservations Agents to follow. In addition, the right candidate will be:

- Courteous and focused on providing a consistently high standard of customer service
- Standards driven and detail-orientated
- Have the ability to multi-task in fast-paced environments
- Have experience using Fidelio and Opera PMS, or similar reservations systems
- Have a good command of the English language, both spoken and written
- Flexible with regards to hours

Open up
YOUR new
frontiers



Key tasks / Responsibilities

- Maintaining in-house reservations systems and standards
- Being knowledgeable of the entire reservations procedures according to brand standards
- Reviewing reservations entered daily (rate codes, RML etc.)
- Handling correspondence
- Allocate daily task to Reservations staff
- Responsible for staff training
- Review arrival report daily
- Responsible for implementing of policies and procedures
- Monitor telephone manners and general performance of reservations staff
- Supervise Group Reservations
- Maintain pleasant relations with commercial clients
- Manage the PM accounts
- Ensure knowledge of product, client relationship and services is maintained and communicated to all relevant personnel
- Manage the hotels data base
- Ensure active daily communication with Reservations, Reception, Housekeeping and F&B
- Ensure all Statutory Regulations are adhered to
- Control resources, manage the processes and cultivate the understanding of sales throughout the hotel
- Develop and maintain the respect of the staff and management
- Supervise general job performance of reservations staff
- Implement policies and general procedure
- Manage overbooking situations
- Oversee Reservations Manager's duties in their absence

To apply, please send your application to

Christina Irimia – Reservations Manager

Email: Christina@lth-hotels.com

LONDON TOWN  GROUP