



## JOB DESCRIPTION AND PROFILE

Job title:	Reservations & Customer Services Manager
Reports to:	Operations Manager
Prime function:	To manage the day-to-day guest-facing services for Beach Retreats before, during and after their stay and continually meet and exceed guest expectations.

Beach Retreats are a holiday letting agency specializing in contemporary self-catering properties on some of Cornwall's finest beaches. Due to continued growth, we are looking to recruit a Reservations & Customer Services Manager to oversee the guest-facing side of the business on a day to day basis, ensuring we continue to deliver a great guest experience.

### Key Responsibilities:

- To ensure all reservations by telephone or the website are dealt with promptly, accurately and professionally within departmental time frames.
- Ensuring all enquiries and other guest communications are replied to within the same working day, in an effective, accurate and helpful manner.
- Identify and implement new initiatives to further improve our service to guests, through improving lead conversion rates, team training and refining our service based on guest feedback.
- Exceptional levels of guest customer service before, during and after the stay.
- Resolving guest complaints within departmental time scales and within the Beach Retreats complaints policy.
- Providing arrival information to each appointed housekeeper.
- Collate and respond to guest feedback within departmental time frames.

- Ensure the correct procedures are followed as per the guest terms and conditions and within the obligations set out in the owner contract.
- Monitor social media channels, engaging with guests within departmental time scales and ensuring all replies are "on brand" and accurately answered.
- Manage a small team, to include staff appraisals and the monitoring of staff performance and the compilation of the weekly rota.
- Ensure the team have strong awareness of the properties in the portfolio, through familiarisation visits and knowledge sharing.
- Participate in the on-call service.
- Work occasional weekends and evenings.
- Ensure administrative procedures such as end of day, payment chasing etc. are delivered in an accurate and timely manner.

### **Key skills required:**

#### Essential

- Excellent communication skills.
- The ability to remain calm under pressure, dealing with difficult situations sympathetically and positively.
- A passion for delivering excellent customer service to guests.
- The ability to remain professional whilst being relaxed with guests.
- Ability to work on a variety of tasks simultaneously and prioritise a workload.
- The ability to handle complaints in a confident and compassionate manner and within operational guidelines and policies.
- The ability to motivate and manage a small team.
- Attention to detail and ability to maintain accurate records.
- The ability to have a 'can do attitude' whilst considering possible alternatives and solutions.
- Computer literate including Word, Excel, Outlook with confidence in using technology on a daily basis.
- Self-motivated and target driven.
- Ability to work on own initiative as well as part of a team.
- At least three years experience in a customer service role within the hospitality sector.
- The ability to handle cash and credit card transactions.
- Full clean valid driving licence.

## Desirable

- Good local knowledge of Cornwall.
  - Minimum of two years experience in managing teams.
  - Qualifications at a minimum of A level or equivalent.
- 

Salary: £21,500 p.a. + benefits package.

Holidays: 28 days holidays p.a.

To apply, send a current C.V. with covering letter outlining why you should be considered for this position to [hr@beachretreats.co.uk](mailto:hr@beachretreats.co.uk).

Closing date: Thursday 28<sup>th</sup> March 2019.