



JOB DESCRIPTION

Reservations and Customer Services Co-ordinator

Beach Retreats are a holiday letting agency specialising in contemporary self-catering properties on some of Cornwall's finest beaches.

Due to continued growth we are looking to recruit a Reservations and Customer Services Co-ordinator to join our team in the administration of the day to day reservations and customer facing services and provide marketing and project support.

Key Responsibilities:

- To carry out the customer-facing service for Beach Retreats, specifically:
- Handling bookings and enquiries:
- Answering enquiries by phone and e-mail and live chat.
- Process bookings over the phone and online.
- Amend and manage cancellations, security deposits and outstanding balances.
- Participate in the on-call rota for out of hours cover.
- Liaise with guests and owners to deal with and resolve guest complaints and damage claims.
- Provide arrival information to the respective property management companies.
- Visit new and existing properties for familiarisation.
- Collate and respond to guest feedback as well as analysis to help improve the guest experience.
- Maintain accurate records of queries, feedback and complaints.
- Other admin tasks within the department such as end of day reconciliation.
- Taking ownership of projects to deliver better services to guests and owners.
- Organising journalist stays.

Essential or Desirable experience

Essential

- English & Maths GCSE Grade A-C (or equivalent)
- Experience in a customer service role.
- Working knowledge or qualifications in computer programmes including Word, Excel, Outlook and confidence in using technology on a daily basis.
- Able to work weekends (Saturdays) on a regular basis.
- Full clean valid driving licence.

Desirable

- Previous work experience within a Hospitality environment.

Key Skills required:

- Excellent communication skills.
- Good interpersonal skills.
- Attention to detail and ability to maintain accurate records.
- Ability to work on own initiative as well as part of a team.
- Confidence in dealing with guests and owners positively

- Ability to write clearly and concisely
- Ability to work in a sometimes busy and noisy environment

Why you should join the team

- Excellent career prospects in an ever-expanding organisation
- Fantastic staff discounts on stays and facilities in our group's hotels; including Watergate Bay and its three restaurants
- Free surf lessons and hire at the Extreme Academy
- Contributory pension scheme

Full Time

£18050 p.a + benefits package

Please submit CV with covering letter outlining why you should be considered for this position to:

hr@beachretreats.co.uk

Closing Date: 20th May 2019