

**GOODWOOD**

**The Role**

The **Reservations Executive** will be part of Reservations Team and report to the Reservations Supervisor and Revenue and Sales Manager

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

 **The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To effectively handle and convert all reservation and group enquiries and ensure accurate booking information is ascertained and communicated to the operational team; to ensure customer delight and to support the achievement of the venues’ budgets.

**Key responsibilities**

* To receive, handle and convert all reservation enquires in line with the Sales strategy and ensure all guests receive a consistently high standard of service throughout the booking process.
* To maintain a minimum of 83% as a Test Call standard across the department
* To sell in line with the selling strategies and adhere to diary management principles to maximise yield for the hotel
* To manage and input all enquires within the sales guidelines, adhering to company standards, working practices, system conventions and enquiry handling standards
* To actively up-sell and cross sell the products and facilities of the Goodwood Estate, namely golf, beauty treatments, driving and flying experiences and restaurants
* To efficiently follow up all bookings against company standards to ensure that the conversion of business is optimized and the diary integrity is maintained
* To effectively communicate with the client throughout the booking process, ensuring we have the full understanding of the guests’ requirements and identify areas for future business opportunities and to promote repeat business
* Regular and consistent communication with the Operational and Front Desk team to ensure all booking details are handed over in a clear and concise manner, so that service is delivered to meet and exceed the guests’ expectations
* To ensure all leads and account information are past to the pro-active team and to partake in sales initiatives as required, in line with the Hotel’s Sales and Marketing plan
* To ensure correct charges are in place on all agreements and credit control standards are met
* To ensure all issues affecting a guest’s visit are raised through the appropriate channels to ensure that customer care standards are maintained and exceeded

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Good negotiation and influencing skills
* Excellent communicator
* Confident to make decisions and to stand by them
* A sense of fun!

**What do you need to be successful?**

* Knowledge of the hospitality industry
* Excellent Verbal & written communication skills
* Good Organisational & administration skills
* Experience in a sales environment
* Attention to detail
* Can work in a team and use own initiative
* Knowledge of Protel or Opera is desirable along with experience in call handling and diary management

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |