



GOODWOOD

The Role

The **Reservations Executive** will be part of Reservations Team and report to the Reservation Team Leader.

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

Always inspired by Goodwood's heritage

Derring-Do

Daring to surprise and delight

Obsession for Perfection

Striving to do things *even* better

Sheer Love of Life

Sharing our infectious enthusiasm

Purpose of the role

To take hotel bedroom reservation enquiries and to effectively handle and convert the sale, providing a smooth customer journey from enquiry to arrival. To discover all of the guest's requirements in order to create hotel stays that are memorable for all the right reasons and cover all of the estate passions from golf, health and beauty to exceptional food.

Key responsibilities

- To receive, handle and convert all reservation enquiries 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 enquiries within the sales guidelines, adhering to company standards, working practices, and enquiry handling standards.
- Attention to detail is key to the role, ensure that all booking confirmations/contracts get sent as per the guest's requests/booking and to exceed expectations.

- To actively up-sell and cross sell the products and facilities of the Goodwood Estate, namely golf, beauty treatments, driving, 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 passed 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

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| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Good negotiation and influencing skills • Excellent communicator • Confident to make decisions and to stand by them • A sense of fun! |
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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.

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