



RUTLAND HALL
HOTEL & SPA

We Take Pride IN EVERY STRIDE

Join the team... Dream big. Achieve together!



RESERVATIONIST – RUTLAND HALL HOTEL & SPA

Join Our Team as a Reservation Specialist!

Are you passionate about creating unforgettable guest experiences? Do you thrive in a fast-paced environment where you can showcase your exceptional communication and problem-solving skills? If so, we invite you to be a part of our dedicated Reservations Team at the beautiful Rutland Hall Hotel & Spa.

At Rutland Hall, we believe in crafting journeys that are as unique as our guests. As a Reservationist, you'll play a pivotal role in shaping these journeys by responding to reservation inquiries through multiple channels. Your expertise will contribute to maximizing room occupancy rates while tailoring each guest's experience, ensuring their stay exceeds expectations.

Key Responsibilities:

- As a Reservationist, you'll be at the heart of our guests' experience, managing a range of essential tasks:
- Making reservations based on individual customer preferences and requirements.
- Ensuring the Reservations checklist is diligently completed on a daily basis.
- Confirming accommodation availability for desired dates, leaving no detail unchecked.
- Handling payment processing and promptly sending comprehensive confirmation details.
- Swiftly resolving any issues that may arise with bookings or reservations.
- Promoting and selling our top-notch reservation services to enhance guest stays.
- Being the go-to source for customer inquiries regarding the reservation process.
- Skillfully upselling by introducing additional services or special packages, enhancing the guest's stay.
- Providing expert support for customers seeking to modify or cancel reservations.

Qualifications and Skills: To excel in this role, you'll need:

- Excellent communication skills to engage with guests and understand their needs.
- Strong organisational abilities to manage reservations and inquiries efficiently.
- A positive attitude and the ability to handle challenges with grace.
- Proficiency in using reservation management software and payment processing systems.
- Sales acumen to upsell and promote our services effectively.
- Prior customer service experience, preferably in the hospitality industry.

Why Join Us:

By joining our team, you'll be part of a vibrant and dynamic workplace dedicated to creating remarkable guest experiences. We offer a competitive compensation package, ongoing training and development opportunities, and a supportive team that values your contributions.

If you're ready to embark on a journey of delivering excellence and helping guests create unforgettable memories, we encourage you to apply for the Reservationist position at Rutland Hall Hotel.

Join us in shaping remarkable guest experiences—**one reservation at a time!**

What we offer:

Hospitality is all about looking after people and we are committed to our people. We work hard to ensure you can enjoy your job and are well rewarded. As well as excellent training, other benefits include:

- 40 hours per week, 5 days out of 7
- Shifts between 0800 and 1800 Monday to Sundays inclusive
- Complimentary car parking
- Colleague food while on duty
- Colleague discounts
- Colleague Social Events
- 24-hour access to Employee Assistant Programme

If you are interested send your CV and we look forward to hearing from you!

By applying for this role, you are consenting for us to hold and process your data in compliance with the General Data Protection Regulations. If you have any questions or wish to exercise your right to access, erase or restrict the holding or processing of your data please contact us and we will respond to your query as soon as possible.