

POSITION: Reservations Executive – Permanent position

Established in 1992, Hospitality Line is the UK's leading provider of travel, leisure and hospitality products and services in the UK, Ireland and mainland Europe. We are a wholesaler of restaurants, attractions, theatre, transport and hotels throughout the UK, Ireland and key European destinations including Paris to the global travel trade for both group and FIT bookings.

The successful candidate will be joining a happy and motivated team of 9. We are seeking a bubbly Reservations Executive to join our professional team managing our B2B clients in this busy and varied role.

The Reservations Executive should ideally be from a Tour Operator or Customer Service background.

The individual will need to possess strong organisational skills and have a keen eye for detail along with the determination to produce results in a pressurised work environment.

An outgoing personality coupled with a good sense of humour will see you fitting into a team of experienced professionals.

A full induction and training programme for the role and systems used in house will be offered.

Key Responsibilities:

- Pro-actively develop and maintain a sufficient knowledge of our product ranges
- Answering and dealing with a high number of calls and emails
- Processing reservations and understanding special rates and contracts
- Handling customers and suppliers in a prompt, friendly and efficient manner by telephone and in writing.
- Providing booking advice and assistance for our customers and suppliers.
- Ability to multi task and take on additional tasks as required by management
- Ensure all confirmations and bookings are processed correctly
- Process client payments
- Deal with customer/supplier issues and complaints
- Attending trade nights and fam trips to develop product knowledge
- Liaising with suppliers
- Normal working hours: 9.00 a.m. to 5.30 p.m. Monday to Friday
- Occasional Bank Holiday and change of hours may be required at peak times
- Working as a team with all employees, ensuring your fellow staff members have additional support as and when required

Skills Required:

- Confident telephone manner
- Excellent customer service skills
- Demonstrate excellent attention to detail
- Computer literate – training will be provided on our in-house system

- Numeracy skills
- Interest in food, restaurants and other leisure products
- Knowledge of geographical locations and the British Isles would be an advantage
- Ability to work with a sense of urgency and meet deadlines
- Excellent written and verbal skills
- Must be able to work under pressure whilst maintaining a great sense of humour
- Any other languages spoken would be an advantage

Perks:

- Flexi time offered upon successful completion of the probation period
- Perk box entitlements
- Quarterly office entertainment
- Summer and Christmas Parties
- Fam trips
- Discounted attractions