

JOB DESCRIPTION FOR RESERVATION COORDINATOR

A list of job duties associated with your job title is set out below. This job description is non-contractual, and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

Job Title	Reservation Coordinator
Band	B3
Team	Commercial team
Purpose of role	To sell Imago Venue facilities and services, responding to all incoming reservation and group accommodation enquiries, optimising occupancy, rate and additional spend across our bedroom portfolio.
Reports to	Events & Reservations Sales Manager
Manages	n/a
Main duties	<ul style="list-style-type: none"> Respond to all incoming reservations enquiries, check availability, and accurately input details on to the booking system. Foster client relationships and be a key point of contact for their accommodation booking requirements. Be knowledgeable about our venues and service offer, confidently communicating and promoting this to our customers. Ensure all reservation billing information is accurately inputted on to the system including, deposits, advance payments and cancellation amounts. Accurately process any booking amendments, cancellations, and guest requests. Prepare accurate and professional quotations/proposals, and contracts for group bookings.

	<ul style="list-style-type: none"> • Keep in constant communication with the Front of House teams, accurately communicating, rate, availability, and guest requirements. • Support the Sales Coordinators with room allocations and delegate lists.
People skills	<ul style="list-style-type: none"> • Excellent communication skills, both verbal and written. • Great interpersonal skills with the ability to build and maintain strong relationships. • Good commercial awareness and a desire to get results. • An inherent passion for always delivering fabulous customer service. • A strong team player who is kind, caring and accountable.
Technical skills	<ul style="list-style-type: none"> • Strong persuasion, influencing and negotiation skills. • Experienced administrator with strong IT and telephone skills. • Strong numerical skills and financial awareness. • Excellent planning and organisation skills, with strong attention to detail. • Resourceful with the ability to work under pressure in a fast-paced environment, prioritise tasks and meet deadlines.
Qualifications	<ul style="list-style-type: none"> • Experience in a similar role • Willingness to undertake further training as appropriate and when required

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)

Signature of Manager

Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)

Signature of employee

Date



Burleigh Court



Holywell Park



The Link Hotel



Loughborough Campus



Elite Athlete Centre & Hotel

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