

## **JOB DESCRIPTION**

**Job Title:** Trainee Reservations Consultant

**Accountable to:** Reservations Manager / Operations Director

### **Main Role:**

During the first year of this role, the consultant will be trained in all aspects of duties but may not be expected to carry out all tasks. To accept requests from clients for hotel accommodation, to locate and book the most suitable hotel and confirm the result back to the client. To provide a comprehensive support working with the Reservations Team and Assistant Operations Manager to meet, if not exceed, the clients expectations.

### **Duties and Responsibilities:**

- To accept and ensure comprehensive requests for hotel accommodation are taken accurately and efficiently (Taker).
- Maker - locate the most suitable hotel and confirm the reservation with the client/hotel as per their requirement (email/fax).
- To cancel and/or amend reservations at client's request and ensure details are correct before processing. Where cancellation/no show charges negotiate with the hotel to reduce the charged client.
- Work to book the most beneficial hotel to both the client and where possible booking into Intel's preferred partner hotels. Using allocation where possible to reduce booking costs.
- To liaise with team members to seek opportunities for cross-selling, offering Intel's other services – EMS/Conferencing. Trade industry information where appropriate.
- To liaise with the Database Controller to help maintain accurate hotel records and advise of any new information to ensure hotel records are updated as necessary.
- To advise the Senior Consultant of any major client record changes.
- To follow the set procedure for dealing with new clients and new hotels.
- To maintain up to date hotel literature – hotel brochures/RAC/AA Guides/Maps etc. Nothing should be more than 3 years old.
- To be familiar with clients Travel and Accommodation Policies and to adhere, where possible, to set guidelines.
- To report on exceptions to policy where required and liaise with your line manager for guidance.
- To react proactively to new sales leads by following 'Sales Leads' procedures (see Intranet site).
- To work varying shifts as per rota and cover admin duties, including monitoring Zetafax/email.

- To seek to identify opportunities for better rate negotiation, increased allocations, increased commission and any other enhancements relating to your role. All opportunities should be relayed to your line manager/ Operations Director/Supplier Liaison Executive.
- Through a continuous programme of educational and general awareness of trade news (journals, presentations, mailers) to be responsible for your personal development within the industry so that you can provide the breadth of knowledge required for the role.
- To participate in Familiarisation trips (as detailed in your offer letter of employment) and attendance of educational trips as deemed necessary by your line manager.
- Any other tasks which may be deemed necessary from time to time to further enhance the position of Reservations Consultant in particular or the Company in general.
- To accept and practice *total quality commitment* to the mutual benefit of the Company and its clients.
- To partake in the day to day incidentals required to maintain a pleasant work environment.
- To seek to identify any potential opportunities which would benefit the operation and or the administration of the Company and or its employees.

### **Key Competencies**

- Excellent telephone skills.
- Good keyboard skills.
- Practical common-sense approach, using judgement.
- Ability to work within defined rules, maximising commercial benefits.
- Strong administration/clerical skills of a varied nature within standard procedure.
- Commercial awareness to develop business and relationships.

### **Key Qualifications**

- Industry background – either Hotel Reservations/Receptionist or Agency background.

### **Quality / Environment Policy Statement**

Intel will provide a quality service and demonstrate a commitment to continual improvement to our clients and to the environment. We will ensure a timely response, competitive pricing and a consistently high quality service by maintaining the requirements of the ISO 9001:2000 Quality System and the ISO 14001 Environmental Management system.

Signed ..... Date .....

Print Name .....