JoB description

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| Position Title | **Reservations and** **Reception Supervisor**  | Department | **Sales** |
| Generic Job Title | **Front Line Staff** | Segment | **Prestige** |
| Team Band | **Band A** | Location | **Bateaux London** |
| Reports to | **Reservations & Reception Manager** | Office / Unit name | **Bateaux London** |

## ORGANISATION StRUCTURE

Head of Talent

#### Job Purpose

* To assist in the effective operation of the Reservations and Reception functions through the provision of team supervision and service delivery

#### Accountabilities or “what you have to do”

* Process cruise reservations received by phone into the Optimo booking system in line with the KPI framework when required and instrusted by the team manager and Respond to all emails received and process customer and agent bookings and enquiries
* Comply with Optimo booking and data standards
* Ensure the reservations team maintain standards and quilty across all areas of the business functions and they are provide with accurate and up to date product information
* Process payments in line with company procedures – ensure all advance payments are received prior to the date of the cruise
* Provide customers with accurate product information including Up Sell enhancements
* Process third party orders such as flowers for special occasions
* Ensure booking e-tickets checks are completed for all applicable reservations
* Ensure table planning is accurately completed for all restaurant cruises and issued to the operations team on the agreed times
* Undertake and supervise front line Reception duties
* Ensure daily voucher recon is completed in a timely manner
* Process incoming and out going unit mail
* Receive and act up on all customer and client feedback
* Manage and communicate ‘Stop Sell’ functions to 3rd party agents and company
* Maintain professional and prosperous agent relationships
* Update on line cruise availability in line with the Stop Sell report
* Ensure all bookings are completed using the Mystery Shop framework and 100% monthly result is achieved
* Assist with training of departmental staff
* Support FAM trips and exhibations as required

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* All reservations are accurately processed in line with unit standards
* Administration is accurately completed in line with departmental processes & procedures
* Duties are effectively carried out in a timely and organised manner
* Cruise capacities are effectively monitored – 14 days coverage
* Customer enquires are handled effectively and accurate product information given
* Teams telephone manner is clear and professional
* Team performance is effectively monitored and updated on the Performance tracker Sheet
* Reception area is kept clean and tidy at all times
* Personal presentation is of the highest standard at all times

#### Dimensions

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| --- | --- |
| ***Financial*** | N/A |
| ***Staff*** | 6x Reservations and Reception Agents |
| ***Other*** |  |

#### Competencies (Sales and Core)

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| * Date entry skills
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| * Excellent attention to detail
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| * Prior experience of team management
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#### Skills, Knowledge and Experience

Essential

* At least 2 years experience within the tourism and hospitality industry
* Excellent written and spoken English
* Basic numeracy
* Computer literate
* Effective telephone manner
* High standard of personal presentation

Desirable

* 4 - 5 star hotel reservation or reception experience
* Previous work experience within service led industry

#### Contextual or other information

* Able to work evenings, weekends and Bank Holidays

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| I can confirm I have read the full content of my job description and understand the requirements of this role:  |
| Employee Signature:  |
| Date:  |
| Please return to sender with any associated documentation  |

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| Version | V1 | Date | 20/09/2015 |
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