

Reservations Assistant

Reservations Consultant

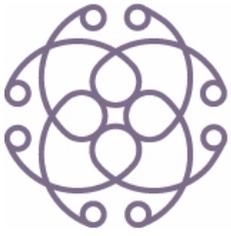
Coquet Cottages is a family-run business which has been in operation for over 20 years and is steadily and carefully growing year on year. We have an enviable reputation in our industry for not just our performance in achieving the highest levels of occupation for the properties in our portfolio, but also for providing a highly personable, prompt and professional level of customer service to our holiday guests and the very best support to our property owners.

Our office is located in the picturesque village of Warkworth, where the pace of life in the village may be relaxed but our office is fast-paced and highly technology-centred with a committed, hard-working, passionate and highly-motivated team.

Computers are used for the vast majority of tasks, so you would need to feel very comfortable using a computer for most of the time; be adaptable to using new systems and keen to learn and continually develop new skills. An impeccable level of literacy is required, with accuracy and attention to detail being pre-requisites for the role.

Job Description

- Promptly process booking enquiries and reservations received by telephone and email
- Pro-actively identify and follow up booking opportunities
- Deal with enquiries and requests from property owners
- Co-ordinate with other staff members to ensure all tasks are completed promptly and a consistently high service is provided
- Ensure customer and client records are accurately completed and maintained with high attention to detail
- Carry out daily administration tasks to ensure efficient record-keeping
- Prompt, efficient and professional complaint handling
- Liaise with housekeeping staff and tradespeople to ensure smooth changeover and maintenance operations and problem resolution.
- Provide a high level of customer service to guests and cottage owners
- Manage projects assigned to you to the deadlines provided
- Liaise with property owners to handle requests and queries from guests
- Visit holiday properties when necessary
- Carry out any other duties as required



Attributes of the Ideal Candidate:

- Impeccable communication and organisational skills
- Friendly, confident and well presented
- Professional written and telephone manner
- Extremely well organised with high attention to detail
- Highly competent in the use of PC systems and generally 'tech-savvy'
- Effective team player whilst also able to work efficiently independently to tight deadlines
- A car is beneficial as travel to holiday cottages across the breadth of Northumberland will occasionally be necessary

Salary Range: Variable, dependent upon skill and experience

Holiday entitlement: 25 days per annum including bank holidays, rising to 30 days with continued service

Working hours: 37.5hrs per week. Our office is open 7 days/week so a shift rota system is in operation which will include some weekend working. You will be required to work some bank holidays depending upon the shift rota, if a bank holiday is worked, a day off in lieu will be provided. We are closed Christmas Day, Boxing Day and New Years' Day.