



RETREAT • PUNAKAIKI
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Position Title	Reservations & Channel Manager
Objective of Position	To process all reservations in line with company procedures and policies endeavouring to maximise hotel services, occupancy, profitability and guest satisfaction. To manage and drive OTA channels & social media engagement.
Report To	General Manager
Responsible For	Reservations Clerk
Relationship With	Hotel Manager, Owners Representative, other HOD's
Duties and Responsibilities	<ul style="list-style-type: none"> • To process all reservations endeavouring to maximise hotel occupancy and profitability. • Responsible for entering all confirmed and tentative conference reservations. • To respond to all incoming telephone, emails and written reservation requests in a timely manner and use effective selling techniques to maximise yield. • To be fully conversant with all current room rates, packages, promotions, tour rates, conference packages. • To ensure a high standard of personal presentation in accordance with specific appearance standards as set down in Employee Guidelines. • To be fully conversant with our computer system and support. • To process and answer all incoming reservations request received via Web Sites and GDS. • In assistance with the General Manager, to proactively drive social media engagements and respond to guest enquiries in a timely manner including live chat and online reviews such as google business and tripadvisor. • To ensure OTA information on TOVR is current and images are of good quality to ensure we rank ahead of our competition ,and our site is fully optimised. • Process wholesale FIT and group request and regularly contact those holding forward booking to determine if the rooms held are likely to materialise. • To assist the General Manager in rate setting for future seasons. • To update General manager with day-to-day running of department. • Represent the Hotel in an exemplary manner. • Any additional duties or responsibilities, as directed by the General Manager, are to be undertaken on request.
Relevant Qualifications	



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Personal Attributes	<ul style="list-style-type: none">• Honest and reliable• Excellence customer service• Proactive• Flexible• Team player• Observes a high standard of personal hygiene• Good communication skills
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