

Guest Services Executive

Job Purpose: As part of the front of house team you will be responsible for guest services, including dealing with enquiries and reservations for the SACO serviced apartments in London. This will include providing an excellent reservations service to customers and bookers, maximising revenue and occupancy whilst ensuring the highest possible levels of customer service are met at all times.

Key responsibilities

Deliver monthly sales targets and excellent customer service:

- To respond to all incoming enquires to ensure monthly occupancy and revenue targets are met while delivering the highest standards of customer service.
- Answer the telephones in accordance with SACO company standards, dealing with queries and bookings in a polite and efficient manner.
- Identify customer needs and convert enquiries to bookings to achieve conversion targets.
- To produce invoices and confirmations accurately and on time.
- Build appropriate relationships with customers and bookers that encourage rebooking and using SACO as a preferred supplier.
- Undertaking apartment viewings as required generating new business opportunities.

Guest services:

- Meet and greet of all arriving guests. Provision of keys and show to apartments.
- Management of the London switchboard. Answering the telephones in accordance with SACO company standards. This will include dealing with calls to/from guests, message taking and transfer of calls.
- Respond to any issues or complaints guests may have during their stay, ensuring remedial action is taken where applicable.
- Support with housekeeping and maintenance and other duties as required.
- Handling requests for ancillary services e.g. Broadband, car parking and prepare bills for customers as required.
- Encourage guest and bookers to complete guest surveys.

Systems:

- To be proficient with the main computer systems used by SACO for reservations and property management.
- Follow all booking policies and procedures to ensure that the booking processes run smoothly and the customer is satisfied.

Work as a team

- Look after and manage other team members' bookings and enquiries when they are away from the office to include providing cover for breaks and holidays.
- Provide buddy support for new team members.
- Provide positive and constructive input at team meetings.

Self-Development:

- Undertake training to ensure that product knowledge is always up-to-date.
- Undertake site visits to build relationships expand product knowledge.
- Proactively prepare for 1:1 meetings and appraisals with manager.

Skills

- Communication
- Attention for detail
- Planning & organising
- Customer Focus (ext/internal)
- Sales ability

EXPERIENCE

- Previous experience in a reservations or front of house role, preferably within the travel or hospitality industry.

LOCATION

Based in London

Shifts are organised in conjunction with other team members to ensure cover is provided at all times (7 days per week). Shifts will be rostered to work 5 out of any 7 days per week to cover opening hours; therefore, weekend working will be required. The nature of the role will require a high degree of flexibility particularly at busy periods. Travel in London and other apartment locations will be required.