JOB DESCRIPTION - RESERVATIONIST

Department: RESERVATIONS
Reports to: RESERVATIONS MANAGER

Purpose of Position:
To assist in the duties of the Reservations Department maximising bookings by delivering a delightful yet efficient reservations service; our reservationists are meticulous at administration ensuring that every detail of a customer's reservation has been accurately recorded following established procedures.

The ultimate goal of all employees is to deliver excellent customer service, creating a unique experience for the customer which makes them want to return; you should be positive, loyal and a proud ambassador of the Bounce brand.

Core Non-Negotiable Skills and Experience:
- Upbeat and positive attitude throughout the entire day
- Excellent communication skills, both verbal and written
- Ability to work in a high pressurised environment
- Highly organised people
- Natural ability to sell products enthusiastically

Our People:
- Exceed our customers’ expectations by delivering service in a professional, knowledgeable and accommodating way.
- Remain calm, patient and polite if receiving customer feedback.
- Are confident, self-motivated and demonstrate a passionate commitment to the business.
- Are friendly, professional, honest, reliable and trustworthy.
- Have good working relationships with everyone they come into contact with at work, behaving in a friendly, courteous and professional way.
- Bring a positive attitude to work, co-operating closely with team members and other departments to ensure that Bounce is the best it can be.
- Set a great example to new employees.

Key Duties and Responsibilities:
- To deal efficiently and politely with all telephone, email, internet and ‘in person’ enquiries.
- To ensure that all reservations are recorded following established procedures with full and clear information and that they are input accurately and promptly onto the system.
- To maximize revenue by converting enquiries, recognising business prospects and taking every opportunity to upsell, including promoting premium bookings and scheduling Games Makers.
- To liaise with clients and customers to coordinate corporate events
- To liaise with all departments to ensure the best service is provided to our customers.
- To ensure that all your work meets company standards and is according to training given; all function paperwork must be accurate and complete, including catering requirements, booking supplements and payment details.
- To create daily floor sheets detailing reservations.
- To have an in-depth knowledge and understanding of the operation of the business including all food and drink menus to ensure that you are able to respond to customer enquiries.
- To undertake general administration duties.
- To observe the Company’s rules and procedures and carry out any reasonable request made by their Manager, Supervisor or the Duty Manager.
- To be aware of your responsibilities in respect of Health and Safety at Work and they follow all procedures in this respect and report to management any hazardous situation or accident.
- To attend training sessions and team meetings as required and to be involved and contribute to these.

Date: January 2015

The Company reserves the right in its absolute discretion to add to your duties, or amend this job description at any time. In addition to the above duties you will carry out such other duties as the Company reasonably directs from time to time.