

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION
RESERVATIONS MANAGER

HIGHLANDS HOSPITALITY LTD
DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL

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Role Title – How I will be known Reservations Manager

Key Relationships – Who I will engage with

- I will report directly to the Deputy General Manager (DGM).
- I will report indirectly to the General Manager (GM)
- I will be responsible for leading and managing the Reservations Function.
- I will engage with Reception and Sales & Marketing teams.
- I will work cohesively with the management team to achieve our shared goals.

Purpose– What I will achieve

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling enriched and engaged and hungry to participate in our ethos.

Outcomes – What success will look like for my role

1. The Reservations Function exceeds performance targets.
2. The Rooms Division Team exceeds performance targets.
3. Our guest experience is consistently exceeding their expectations.
4. The financial targets for the Hotel and the Division are achieved.
5. The Fife Arms achieves national and international recognition.

Key Tasks - How I will achieve the outcomes

General

I will take responsibility for the following within Reservations:

1. Create a proactive and dynamic approach to securing reservations and upselling,
2. Develop a strategy in partnership with the sales & marketing team to maximise opportunities,
3. Ensure effective and efficient management of all day to day activities including reporting,
4. Work closely with Reception to ensure the flow of communications between Reservations and Front Office is seamless.
5. Engage with all relevant teams to ensure the guest experience is seamless, including F&B, Events, Ghillie, etc.
6. Take a proactive approach to Revenue Management with regard to the Hotel Tariffs.

Pre-Opening

- Support the attraction, recruitment and training of the Front Office team,
- Contribute to the development and compilation of Reservations Operating Standards & Procedures.
- Support development and implementation of all IT tools.
- Develop and implement Reservations readiness plan for opening on time.
- Support Head of Departments Team in their activity.

Open for Business

- Oversee all Reservations activity to provide excellent guest service and ensuring all requests are responded to within 12 hours.

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- Act as Duty Manager in accordance with Duty Management Rota.
- Ensure the effective application of Health and Safety Hotel Policy for Reservations and Front Office.
- Lead by example, active coaching and mentoring of peers and colleagues.
- Support the General Manager to achieve the Hotel financial target in particular through effective Revenue Management and maximising upselling opportunities.

SUMMARY OF SKILLS AND ATTRIBUTES - A TO Z - WHAT WE LOOK FOR IN YOU

General – Every Team Member

Communication Skills
Contributing to the Community
Coping Under Pressure
Enthusiastic
Interpersonal Skills
Natural flare for hospitality
Organisation Skills
Ownership and proactivity for learning and development
Personable
Positive Mental Attitude
Problem Solving
Team Player
Willingness to learn

Specific – To the Role

Financial Management
IT Skills
Leadership
Management Skills
Reservations
Selling
Troubleshooting