

**We are looking for bright, engaged individuals to join our dynamic and friendly team.**

**Supercity Aparthotels are...**

*... a family-owned brand of boutique aparthotels with properties in London, Manchester and soon to be Brighton. We offer all the advantages of an apartment with many of the benefits of a hotel, all with our signature touch of style, charm and sophistication.*

*Since 2009 we have led the way in superior and stylish serviced apartment hotels; we're all about providing a luxurious, private and relaxed environment with a "professionally informal" service – mainly for business travellers and extended stay guests.*

*We're a growing business looking for hospitality superstars to join the Supercity family – we're looking for fun, passionate and ambitious people with an interest or previous knowledge of the industry. We love what we do; we're passionate about it, so joining Supercity Aparthotels means becoming part of a collaborative way of working where everyone's thoughts and ideas are encouraged and celebrated.*

**What's in it for you?**

- Be a part of a family-run business with the opportunity to influence how we do things
- Join a growing business with plenty of opportunities to develop yourself (and others)
- Benefits including employee and friends and family rates
- Team building and away days
- A strong team structure; creating a supportive and friendly work environment
- Learn from the best through a structured induction and in depth training

**We're looking for...**

... a Reservations Coordinator who loves to talk on the phone and thinks an unanswered email in their inbox is an unacceptable state of affairs.

Additional criteria include someone who has a strong focus on guest experience, is an exceptional communicator and gives a great first impression. As an ambassador for the company we need someone who will take our guests / clients on a journey through booking staying and leaving our Aparthotels. Someone who understands the importance of converting a sale without selling the guest something they don't want. And most importantly, plays a great game of Tetris.

The reservations department works in conjunctions with the sales, operations and revenue management teams, handling the bulk of the enquiries for all Aparthotels from individuals, corporate clients and agent partners.

**Key responsibilities**

- To ensure that all enquiries are responded to in a professional and timely manner in line with Supercity brand standards and within agreed partner service level agreement time frames.
- To support the sales team by referring new potential client information to the relevant market sales manager.
- To work closely with all our site teams in promoting our guest experience and brand standards.
- Communicate daily with the front desk team, the Sales and Revenue team and, as necessary, with all relevant departments. Interactions are important to the commercial

success of the business as they build initial rapport with our internal team and potential clients.

- Influence the conversion of enquiries as well as drive the process of sales leads and identification of those leads with the wider team
- To be aware of competitor activity and potential key customer requirements.
- To produce relevant management information and weekly enquiries activity report.
- Increase direct business with agreed targets.
- To work closely with accounts and front of house teams to ensure that payment methods are updated in all bookings
- To assist the General Managers and Front of House Managers with communicating any issues to our preferred agent and corporate partners when required.
- To ensure that sell-through is maintained to support the long stay strategy in all locations and restrictions and rate amendments agreed by the revenue department are upheld.
- Ensures that all correspondence is sent to each type of customer / guest in line with our core brand standards.
- Supports others with reservations training and coaching
- To be an ambassador for Supercity Aparthotels.

## **Requirements**

- GCSE English Language or equivalent
- Genuine interest in the serviced apartment / hotel industry
- Outgoing and confident with a sense of professionalism at all times.
- Able to work in a fast-paced and customer service driven environment.
- Meticulous attention to detail
- Knowledge of OPERA software
- Knowledge of MS Word
- Excellent interpersonal skills
- Strong organisational skills with the ability to prioritise workload.
- Excellent polite and persuasive telephone manner
- Ability to build strong relationships, interact and influence others at all levels within the organisation
- Some experience of completing client RFPs
- Some practical experience of OTA and GDS
- Ability to work unsupervised and as part of a team.

## **Package**

- Salary: £22,338 p.a.
- Hours: Monday to Friday, 8.30 – 6pm
- Holiday Entitlement: 20 days p.a. + bank holidays.
- Pension
- Bonus Potential: 10% of Salary based on KPI's and Financial performance

*This job description is intended to illustrate the key responsibilities of the job of Guest Services Team Member. It is not intended to be exhaustive and you are advised that the responsibilities may change from time to time.*