



GOODWOOD

The Role

The **Reservations Team Leader** will oversee the Reservations Team and report to the Sales & Reservations Manager.

About us

At Goodwood, we celebrate our 300-year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

Our Values

The Real Thing

Always inspired by Goodwood's heritage

Derring-Do

Daring to surprise and delight

Obsession for Perfection

Striving to do things *even* better

Sheer Love of Life

Sharing our infectious enthusiasm

Purpose of the role

To manage and develop the reservation team through motivational and inspiring leadership.

You will be responsible for allocating and maintaining the bedrooms over our main headline events, ensuring accuracy and professionalism throughout.

To effectively handle and convert all reservation and group enquiries and ensure accurate booking information is ascertained and communicated to all departments.

You will have a passion to deliver an outstanding customer journey throughout the reservation process and will play a key part in delivering our budgets and targets for the year.

Key responsibilities

Team

- To lead the team on a daily basis, communicating targets and expectations as set by the Sales & Reservations Manager. Monitoring standards and giving feedback
- Train and coach the team to deliver exceptional customer service throughout the reservations booking process
- Work with the Sales & Reservations Manager to set targets, joint challenges and incentives within the Estate Sales Team
- Liaise with Guest Relations and Front Desk regarding said targets and challenges

- Liaise with Reception and food and beverage outlets regarding allocations, e.g. for long-stay guests and those with special requirements.
- To develop strong relationships with the Operational and Front Desk team to ensure all booking details are handed over in a clear and concise manner, so that service is delivered to meet and exceed the guests' expectations
- Responsible for the learning & development of all direct reports including setting clear goals and objectives and conducting regular performance reviews
- Develop the departments procedures to ensure they remain efficient

Responsibilities

- To oversee and spot check the daily reports, ensuring that the previous day's reservations are accurate and confirmations are sent
- Attending Meetings relevant to Christmas, New Year and the Headline Events
- Monitor incoming bookings such as room allocations e.g. group bookings and flagging any concern dates with the Sales & Reservations Manager
- Responsible for allocation during the headline events. Liaison with internal departments regarding key customers, guests and sponsors to ensure that all goes smoothly with their bookings.
- To receive, handle and convert all reservation enquires in line with the Sales strategy and ensure all guests receive a consistently high standard of service throughout the booking process and maintain a Test Call Score of 83% for the department
- To sell in line with the selling strategies and adhere to diary management principles to maximise yield for the hotel
- To actively up-sell and cross sell the products and facilities of the Goodwood Estate, namely golf, beauty treatments, driving and flying experiences and restaurants
- To effectively communicate with the client throughout the booking process, ensuring we have the full understanding of the guests' requirements and identify areas for future business opportunities and to promote repeat business
- To ensure correct charges are in place on all agreements and credit control standards are met
- To ensure all issues affecting a guest's visit are raised through the appropriate channels to ensure that customer care standards are maintained and exceeded
- To Ensure reservations function sheets are prepared in advance of the operations meeting and work with the team to ensure that we have all final details in plenty of time
- Maintain, update and issue rotas to the team ensuring that office hours are covered
- To ensure that Travel Agent's commission invoices are correct and issued to accounts for payment

| |
|-----------------------------------|
| Qualities you will possess |
|-----------------------------------|

- | | |
|--|--|
| <ul style="list-style-type: none"> • Passion for what you do • Positive and friendly with a "can do attitude" • Attention to detail • Ability to prioritise and organise • Proactive • Team Player | <ul style="list-style-type: none"> • Take responsibility for yourself • Good negotiation and influencing skills • Excellent communicator • Confident to make decisions and to stand by them • A sense of fun! |
|--|--|

| |
|---|
| What do you need to be successful? |
|---|

- Knowledge of the hospitality industry
- Excellent Verbal & written communication skills
- Good Organisational & administration skills
- Experience in a sales environment
- Attention to detail
- Can work in a team and use own initiative
- People Management – Examples of leading & developing a team
- Knowledge of Protel or Delphi is desirable along with experience in call handling and diary management

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

| BEHAVIOUR | LEVEL |
|---|--------------|
| Think Customer | 3 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 3 |
| Working Together | 2 |