

The 4\* Westport Plaza and Castlecourt Hotel Resort are recruiting for full time Reservations Agent to join our innovative and standards driven team at the Westport Hotel Group. This is an excellent opportunity for a hospitality professional to work within the reservations team of a very busy 4\* Hotel Group. This role requires experience in a similar role.

**Requirements include:**

- To handle reservations, amendments, cancellations, brochure requests and general enquires to the hotel standard at all times
- To communicate hotel services to guests
- To carry out the hotel customer care procedures at all times
- To ensure message handling is carried out to the standard required at all times
- To operate the telephone in an efficient, friendly manner, to the standard of procedures at all times
- The up-keep and implementation of standards with the department in accordance with quality system agreed at all times
- To assist in the smooth flow of communication within the department and throughout other departments at all times
- To communicate the local knowledge of both the town and hotel history and to communicate local and hotel amenities
- To exhibit a good knowledge of room service, breakfast and menu items to customers.

**In return we offer our team:**

- Competitive Salary
- Excellent career progression opportunities within the Westport Hotel Group
- In-house training provided by qualified professionals
- Employee Assistance Programme and Wellbeing Supports
- Free leisure centre membership
- Staff and family discounts
- Employee Recognition Awards
- Free meals on duty
- Bike to Work Scheme