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**Groups Reservations Agent**

**Competitive Salary and Fantastic Benefits**

**TO APPLY: Please send CV to** [careers@stgiles.com](mailto:careers@stgiles.com)

We are looking for a **Groups Reservations Agent** to join the Reservations Department at St Giles London.

St Giles London offers the city’s best value for honest comfort and incredible convenience. Located in the heart of the historic West End, London’s main commercial and entertainment center. Our mission is to bring the St Giles experience to life by creating value, making a difference and contributing to memories that last far beyond checkout.

As **Groups Reservations Agent** you will be responsible in handling groups booking for St Giles Hotels in London and Heathrow. You will coordinate with groups’ organisers and travel agencies to ensure that all groups booking are accurate prior to arrival and maintain a positive relationship with all guests and clients to ensure repeat business. You will deal with the daily administration of all groups bookings with complete efficiency ensuring guest satisfaction at all times.

You must be organised and efficient when dealing with groups reservations and ensure that all information is accurate. You must maintain a high level of service at all times when assisting guests and be proactive in upselling the products and facilities of the hotels. You must have an excellent communication skills, a team player and a good knowledge of computer system.

We anticipate applicants will have previous experience as Reservations Agent and will have worked in a similar role within a hotel or customer service environment.

We offer a competitive salary and benefits as well as great learning and development opportunities. This is a full time permanent position.

Please note: We endeavour to respond to the majority of applications, however, if you do not receive a response within two weeks, please assume that your application has been unsuccessful on this occasion.

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