



We are looking for a **Group Reservations Coordinator** to join the Reservations Department at the St Giles London hotel. **To apply, please email: careers@stgiles.com**

As a Group Reservations Coordinator, you will be:

- Providing a courteous, efficient and high standard service to all group guests and hotel departments at all times.
- Creating and managing group bookings in Opera system, entering all the data and any other relevant information.
- Ensuring all the payment and cancellation policies and procedures are followed up correctly.
- Supporting the Revenue Manager in a hotel pricing strategy.

What is in it for you?

As part of the St Giles London Hotel Team, you will have the following benefits:

- Meals on duty
- Paid breaks
- Season Ticket Loan Scheme
- Employee discounted accommodation
- Friends and Family discounted Accommodation rate
- 24/7 access to our employee assistance programme
- Length of Service-related holiday scheme
- Long Service Awards
- Company Pension Scheme
- Wagestream (financial wellbeing application) benefits

What are we looking for?

Based in St Giles London you will be a part of a Team of people, who are passionate about hospitality, providing an exceptional guest experience and living through our brand values and standards.

To join our Reservations Team and be successful in this role, you should be:

- Fully committed to deliver a high level of customer service
- Entirely engaged, motivated, welcoming and highly organized, ensuring that all requests are attended to without any delays
- Having an excellent written and verbal communication skills
- Experience with OPERA System- hotel PMS
- Working well under the pressure, as well as with the ability to co-ordinate efficiently within the Team and other departments in the Hotel
- Bringing good administration skills and paying precise attention to details

It would be advantageous if you have:

- Previous experience as a Group Reservations Coordinator or will have worked in a similar role with a hotel or customer service environment

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