



**ST GILES HOTELS**

**RESERVATIONS AGENT**

**St Giles London Hotel**  
**Competitive Salary and Fantastic Benefits**

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

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

As **Reservations Agent** you will provide a courteous and efficient service to all guests and maintain the levels of service to the highest standards at all times. You will be responsible for taking and managing reservations via email, telephone and other method of communication. You will greet guests in a warm friendly manner and be a true ambassador for excellent service, dealing with all requests and queries in an efficient and professional manner, over the telephone or via email.

You must be engaging, motivated, welcoming and highly organised to ensure that all requests are attended to without any delays. You will need to be well presented, have excellent communication skills and a pleasant telephone manner. You need to work well under pressure with excellent ability to co-ordinate efficiently with other departments and bring good administration skills.

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.

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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