

Job Description

Job Title: Seasonal Reservations & Administration Assistant	Duration of Post: Seasonal- April to October
Reporting to: Reservations Manager	Working Hours: 16 hours per week Flexible Working: Mid-week & Weekend
	Salary: £TBC
	Start Date: TBC

Key Duties and Responsibilities

The Seasonal Reservation and Administration Assistant will assist with the operation of the Office providing excellent customer service and hospitality. This position is instrumental in generating reservations & sales, providing customer service and meeting and exceeding customer expectations.

A passion for excellent service and strong attention to detail are required for this position. Knowledge of golf and the BRS system would be advantageous but not essential.

Position Responsibilities

This position includes, but is not limited to, the duties and responsibilities noted below:

- Answering and processing incoming phone calls.
- Dealing with all enquiries, reservations and administration tasks in-line with company standards.
- Scheduling tee times effectively and ensuring all guest questions are answered.
- Compilation and completion of all guest information for database of customer demographics
- Ensuring accuracy of tracking customer type, source of business and quantity of rounds played.
- Compliance with all legal policies, paying particular attention to GDPR and PCI Compliance.
- Liaising with all departments to fulfil guest requests.
- Maintaining a pleasant and professional telephone manner at all times.
- Maintaining a professional relationship with all guests and colleagues.
- Performing any reasonable tasks assigned by a Supervisor or Manager.