



Job Title: Booking Coordinator

Department: Sales Team

Reports to: Department Team Leader and H.O.D

Job Purpose To make hotel/travel bookings

Main Duties

☑ Identify client reservation needs and determine appropriate reservation requirements for Cast and Crew at the best available rates and in the best available location

☑ Process all reservation requests, confirmations, changes, and cancellations received by phone, fax, or email

☑ Make and receive calls using appropriate etiquette

☑ Effectively communicate between the client and service provider from start to finish of the request

☑ Delivering excellent customer service

☑ Communication – maintaining effective communications with team leaders, Head of Department and other team members

☑ Ensuring all sales opportunities are maximised to support Departmental and Company financial results

☑ Other duties commensurate with the position

Targets

☑ Answer calls within three rings

☑ Acknowledge enquiries within five minutes

☑ Provide options/confirmations/cancellations/amendments within two hours



access bookings

t: +44(0)1543 272 575

e: contactus@accessbookings.com

w: www.accessbookings.com

accommodation | events | travel

Person Specification

- ☑ Self starter who demonstrates a “can do” attitude

- ☑ Excellent organisation skills and ability to manage own time effectively

- ☑ Strong customer service skills and attention to detail

- ☑ Good interpersonal and communication skills

- ☑ A flexible approach to work

- ☑ Computer literate with good levels of IT skills and GDS system knowledge

- ☑ Good telephone manner

- ☑ Experience in a busy professional environment

- ☑ Excellent negotiating and listening skills

α: 20 St John Street, Lichfield, Staffordshire, England, WS13 6PB

company no: 04758650 (Registered in England)

iat a tids no: 96010946