



# Job Description – Reservations Co-ordinator

*The Black Swan Oldstead, Roots York & The Abbey Inn*

**Report to:** Reservations Manager

**Hours:** Tuesday – Saturday, 8:30pm – 5pm, 40 hours per week

**Salary:** £26,500 per annum, plus share of service charge (approx. £5,000 per annum)

**Location:** Remote working (4 days) and Oldstead & York (1 day)

## *Overview*

We are looking for a talented, hardworking individual to work across our two Michelin-starred restaurants as a first point of contact for customer enquiries.

This role will work closely with our Reservations Manager to ensure our customers have the best experience possible when booking with us.

## *The role and responsibilities*

- Manage and respond to any incoming customer emails and act accordingly, following company guidelines
- Ensure that the company's tone of voice and best practices are followed when dealing with customer queries
- Call back guests who submit contact requests
- Handle customer complaints and concerns
- Keep logs and databases where required
- Create manual reservations on behalf of guests, as and when required
- Issue gift vouchers as and when required

## *The Person*

- Previous experience in customer service and /or reservations coordination
- Previous experience in using reservations systems (we use Alacer)
- Impeccable attention-to-detail
- Ability to work independently and as a team
- Excellent verbal and written communication skills
- Ability to multitask
- A mature outlook

## *The benefits of working with us*

Our people are the most important part of our business, and we provide a fantastic place to grow and develop your skills with excellent pay and good work/life balance. We offer:

- Competitive salary and service charge
- Staff discounts across the group
- Career development and internal and external training opportunities
- The opportunity to work in a growing and exciting business that invests in its people
- The chance to train and learn under Michelin-starred standard hospitality professionals

## *How to apply*

To apply, please send your CV and covering letter to Bridget and Emma via [careers@tommybanks.co.uk](mailto:careers@tommybanks.co.uk)