

## RESERVATIONS AGENT

We are currently seeking a Reservations Agent to join our dedicated reservations team at the Corinthia Hotel London.

### **Scope and Purpose**

As a Reservations Agent you will be responsible for actively converting bedroom and food & beverage enquiries into confirmed business, whilst providing an exceptional, knowledgeable and articulate experience to all callers. Your demeanour should reflect the quality of Corinthia Hotel London to our potential guests and clients. A positive, professional attitude, knowledge of the hotel and strong attention to detail are traits which our Reservations Agents are required to have.

### **Entry Requirements**

We are looking for individuals that understand what it takes to be the best and preferably with proven success in a similar environment. If you are a team player, keen to learn with a desire to excel, and have outstanding interpersonal and communication skills please do apply.

The ideal candidate for the Reservations Agent role will have previous reservations / front office experience in a customer interacting environment, ideally within the 5 star hotel industry.

Other skills that will need to be demonstrated include:

- Previous experience in Reservations from a large, luxury 4/5\* hotel
- Fluent in written & a good command of the English language
- Other language skills, such as Mandarin, Russian or Arabic are preferred but not essential
- Proficient knowledge and use of Opera
- Strong interpersonal & communication skills
- Exceptional customer care skills
- Empathy for your colleagues
- Ability to work under pressure
- Pride and attention to detail in your work
- The finest personal presentation
- Distinctive, professional and warm personality

### **About Corinthia:**

Corinthia Hotel London combines contemporary flair with traditional grandeur. Situated in the cultural heart of the capital, the hotel features 294 beautifully appointed bedrooms, including 7 penthouses and 42 suites, with 24-hour flexible check-in/check-out, elegant restaurants and bars and the largest, most breathtaking spa in London.



CORINTHIA  
HOTEL  
LONDON

London's most exciting luxury 5\* hotel opened its doors in spring 2011 and offers exceptional opportunities for individuals who are professional craftspeople in their chosen career and we are seeking this pivotal role within our expanding Reservations team.

Providing individual service with precision and empathy for our guests you will be the heart and soul of this iconic 21st Century Grand Hotel. Our culture is strong, vibrant and distinctive. Our talent development opportunities are excellent and ongoing as our company and brand evolves.

**Benefits include:**

- 20 paid holidays per annum (plus bank/public holidays)
- Complimentary dry cleaning of business attire/uniform
- Discounted Salon, Spa, Food and Beverage and accommodation rates – in London and across our the Corinthia Hotel International portfolio
- Complimentary meals on duty
- Professional learning and development programs
- Intra & intercompany transfer opportunities (subject to service & performance)
- Stakeholder pension entitlement
- Season ticket loan
- Childcare vouchers

**Eligibility**

*In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of eligibility will be required from candidates as part of the recruitment process.*