



## GRANTLEY HALL

**Make it Yours. Make it Happen. Make it Magical.**

**Enjoy our Adventure**

### **Reservations Consultant – Part time at Grantley Hall**

Salary: £10 per hour, increasing after probation period

Hours: Flexible hours, part time

#### **Purpose of the role**

We are currently looking for an exceptional individual to join our Sales & Marketing team at Grantley Hall as a Reservations Consultant. You will be the first point of contact for all guests and new enquiries which makes it essential that you are promoting great customer service.

If you have previously worked in a Sales environment but felt that the KPIs and sales targets weren't what drove you to succeed but you thrived for delivering a high level of service then please read on, this role would be suitable for you!

We are offering a flexible working contract where you have the opportunity to work evenings and weekends with hours to suit. Previous knowledge of Opera and Res Diary is desirable however full training will be given.

The working hours will be Monday – Friday 8am - 6:30pm and on weekends 9am – 5:30pm.

- Handle new and existing incoming room, restaurant, and spa booking enquiries, ensuring each call is answered promptly and professionally
- Gain a solid understanding of Grantley Hall and what we offer to guests in terms of a key selling points
- Coordinate guest stays, offering additional services and packages, noting guest requests and building profile preferences
- Provide a consistently excellent level of guest service in accordance to Grantley Hall values, ensuring that all guests receive an outstanding experience when booking their stay and occasion at the hotel
- Demonstrate strong sales skills with the ability to convert enquiries into sales whilst upselling additional facilities and items

#### **About You**

- The successful individual will be confident, self-motivated with the ability to build rapport with guests on all levels
- Have strong attention to detail and being great at multitasking
- Exposure to a 4 or 5 star environment in the hospitality industry would be advantageous
- Flexible approach to working hours as there will be some weekend work and early/late shifts required to ensure office opening times are covered

#### **Your Benefits**

We offer a wide range of benefits and have excellent opportunities for career development and provide exceptional training programmes for all employees as well as supervisors and managers:

- A monthly service charge – typically £2400 annually
- 31 days holiday increasing to 33 days with length of service
- Free parking and live in modern accommodation available
- We celebrate success! With a summer party, winter awards ceremony as well team events and incentives. throughout the year we also celebrate training achievements, birthdays, marriages, new babies and length of service awards.
- Complimentary bespoke Grantley Hall uniform
- Complimentary meals when on duty
- On site Staff gym
- Refer a friend scheme

### **Grantley Academy**

The Grantley Academy is our dedicated training facility based at East Lodge within the Grantley Hall estate. We offer on the job training, personal development, coaching & mentoring, managerial and supervisory training coupled with professional qualifications specific to each individual's requirements.

On arrival, each team member will receive a bespoke development plan to support them in their new job role and their learning journey with us. Whether the dream is of becoming the next Michelin-starred chef, leading marketer or head housekeeper, the Grantley Academy will help pave your way to success. Joining us at Grantley Hall brings the opportunity of a five-star career at a five-star hotel.

To apply, please email [careers@grantleyhall.co.uk](mailto:careers@grantleyhall.co.uk)