



## Reservations & Events Co-ordinator

**Closing Date: 25/06/2021**

### Description:

An exciting opportunity has arisen at The Lowry Hotel - Manchester's Iconic five-star hotel for an Reservations and Events Co-Ordinator.

Working within the Reservations and Events department, the Reservations and Events co-ordinator will hold a dual role ensuring accurate hotel room reservations for group and individual booking are input into the reservations system and also organising events for the conference and banqueting department. Both elements of the role involve client and guest relationship building, attention to detail and in depth hotel knowledge. The ideal applicant will have experience in similar roles and understand the necessity to drive the hotel revenue through strategic decision making and upselling. This role relies on accuracy of information and so clear communication in both a written and verbal format are essential. You will be also responsible for ensuring all enquiries are followed up and converting tentative reservations into confirmed bookings.

### Responsibilities:

Previous experience would be advantageous although specific training will be given with a focus on details of the the hotel products and facilities available to our guests. You must be able to meet deadlines, have good computer skills and an excellent telephone manner including the ability to provide seamless service delivery with a nothing is too much trouble, attitude. This is a client facing role and so candidates must present themselves in a confident and professional manner in face to face interactions. Excellent organisation skills and the ability to multi-task are essential and previous experience of using Opera is desirable.

This is a full time role working 5 days per week and occasional Saturdays on a rotational basis with the team.

### Benefits:

Great benefits available and career progression within the brand

- Uniform and Meals on duty provided
- Unique team member discount rate and 50% of all food and drink. Friends and family discount also available.
- Access to discounted rates with Millennium and Copthorne Hotels
- Access to wider wallet benefits platform
- Access to online training facilities with Flow
- Death in service benefit for contracted employees

### Details:

Rate of Pay: Competitive + Commission

Working Hours: TBC

Contract Type: Permanent, Full Time

If you're interested in this role, please contact:

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