



MONDRIAN

LONDON
AT SEA CONTAINERS

Regional Rooms Reservations Agent

Our resident masters of multitasking, the **Regional Reservations Team** simultaneously handle all calls and room enquiries for our three London properties; Mondrian London, Sanderson and St. Martins Lane, whilst imparting an uninhibited and infectious spirit of fun to everyone they meet.

Our Regional Reservations Manager, Senaite, is currently looking for an enthusiastic **Regional Room Reservations Agent** with driving purpose to create engaging and dynamic guest experiences.

Experience Required

- Good guest interaction and communication skills.
- Previous experience in a high volume environment.
- Previous experience in a 5* or boutique lifestyle environment.
- Sound decision making capabilities.
- The ability to multitask in a high volume environment.
- A strong command of the English language, both written and spoken.
- Previous high volume hotel experience is preferable

Duties and Responsibilities

- Receives, processes, confirms room reservations by e-mail and telephone.
- Enters and confirms all reservations details including special requests into the booking system ensuring the accuracy of all information.
- Maintains regular guest correspondence via email and third party booking channels.
- Makes, amends and corrects GDS reservations.
- Handles all "No Show" reservations and follows up with the bookers accordingly via telephone or email.
- Keeps up to date with hotel promotions and seasonal room rates.
- Ensures that daily reports are correctly and accurately generated and distributed to the relevant individuals.

Who Are We?

We are a family of passionate individuals, committed to authenticity, sophistication, mastery and innovation. We are dedicated to training and development and provide our team with the tools to succeed in the future.

In addition to a competitive salary, we offer a range of benefits that include:

- Full on-the-job training and development opportunities.
- Constructive and regular Performance Review system.
- 28 days holiday (increasing based on length of service).
- Quarterly Employee Award Ceremony, team activities and social events.
- Discounted Employee and Friends & Family rates on rooms and F&B.
- Meals on duty and uniforms/ dry-cleaning provided.
- Discounted Gym membership.
- Enrolment into schemes and incentives such as Ride to Work, Season ticket loan, Childcare vouchers and Pension.

sbe is an equal opportunity employer. Applicants and incumbents are selected, placed, trained, compensated and promoted without regard to race, colour, religion, sex, national origin, age, marital, or disability or other classifications protected by applicable law. In addition, sbe provides a reasonable accommodation for applicants/incumbents with disabilities. Please advise Human Resources if you require a reasonable accommodation.