



Reservations Coordinator

We are looking for a hospitality professional with previous hotel reservations experience to join our expanding sales team at Swinton Park.

As Reservations Coordinator, working on the phone and by email, you will co-ordinate and communicate bookings for Hotel & Bivouac accommodation. Also all related estate activities such as dining, spa, cookery school and additional estate activities, ensuring all clients are consistently dealt with in a professional, courteous and timely manner. You will assist with all aspects of administration across the Sales & Marketing department ensuring the efficient and effective operation of the office.

We are looking for someone who can maintain a positive and calm outlook, can communicate effectively both verbally and in writing, carry out instructions and pay close attention to detail. You will be proficient with hotel reservations systems, booking rooms, treatments, restaurant etc. via computer. You will be a great multi-tasker with a desire to provide exceptional customer service. In return, we will give you a competitive salary and benefits package and opportunities to learn new skills and grow your career within a business that is entirely focused on standards and the guest experience. If you feel you have what we are looking for, we are waiting to hear from you.

We are looking for:

- Outstanding customer service skills
- Exceptional telephone manner
- Previous experience in a similar operation
- Excellent customer service techniques
- A responsible and detail oriented approach to tasks
- Ability to work alone or as part of a team
- To have a great personality and be genuine, approachable and attentive
- Excellent spoken English
- Computer skills – experience with Reslynx would be an advantage
- Positive attitude

Package description

We believe that hospitality is all about our people and at Swinton Park we are committed to ensuring our people are happy and well rewarded so that they, in turn, extend this positivity to our

guests. As well as excellent training, development and progression opportunities, other benefits for successful candidates include:

- ☑ Competitive salary
- ☑ Uniform
- ☑ Complimentary meals whilst on duty
- ☑ Discounts at Swinton Park and Bivouac
- ☑ Free car parking

About the company

Swinton Estate in the Yorkshire Dales is one of the largest privately owned estates in England. At its hub, Swinton Park is a luxury castle hotel with fine dining, cookery school, country club and spa and extensive grounds. The estate has been owned by the Cunliffe-Lister family since the 1880s and is the ancestral seat of the Earl of Swinton. Rooms are furnished with antiques and family portraits so guests enjoy an authentic stately home experience with the warmth and grandeur of a traditional English house. Needless to say, the standards of service are excellent – discreet but far from stuffy, and the hotel has enjoyed wide acclaim and many awards in recognition of this.

Salary £ competitive

To apply please forward your CV to Andrew Lindsey