



Reservationist

Accommodation Services, Denny/Stirling

Hours – part-time

Pay – dependent on experience

Due to expansion, we are looking to recruit a customer service agent to support with room reservations for 11+ holiday properties across Scotland.

Who are we

Accommodation Services provides a selection of business support services for a range of hospitality and tourism businesses across Scotland and the UK.

Your skills and experience

- Have experience in hotel or front desk/reception
- Be comfortable working as part of a team, in a fast-paced environment.
- Have experience and a passion for delivering an outstanding level of customer service and dealing with a wide variety of people.
- Have good computer skills.
- Be a natural problem solver.

Role requirements

- The position is part-time for evenings & weekends with potentially more hours available covering staff holidays.
- Over 18 years of age.
- Reception/customer service experience is essential.
- Must have a driving licence

What is a customer service agent?

Day to day, your role will involve:

- Being the friendly, helpful first point of contact for enquiries
- Ensuring the booking process runs seamlessly from initial enquiry right through to pre-guest arrival
- Understanding our systems and brand standards that enable you to deliver an outstanding guest experience.
- Be able to deal with a problem, should it arise, and go the extra mile to solve it.

Interested in this role?

To apply, send a copy of your CV to caroline@fusiongroupuk.co.uk and we'll be in touch.