

BAREFOOT

RETREATS

Reservations & Retreat Specialist

Role Profile

To have a full understanding of the Company's brand and positioning and to be able to represent the Company when communicating with customers, guests and homeowners.

All aspects of Reservations department

- General enquiries; both email and telephone,
- Processing bookings both direct and online,
- Processing payments & Refunds
- Follow up provisional bookings
- Liaising with homeowners,
- Sending all guest correspondence including confirmations, payment reminders, access and directions, homeowner & cleaner confirmations,
- Booking homeowner dates,
- Pre arrival calls – checking guests received the necessary correspondence & booking details are accurate & correct,
- Payments due – general reminders & when overdue
- Maintaining knowledge of the overall portfolio – new properties/changes etc

Monitor weekly sales

Discuss suggestions to incentivise sales

Familiarity with the holiday market trends, specifically staycation & luxury sector

Report all maintenance issues to the Property Services Team

Emergency phone coverage when scheduled

Excellent communication skills with the ability to work in varied team & own initiative

Be an ambassador for the Barefoot Retreats brand, handling issues with thoughtfulness and the appropriate level of sensitivity to ensure good relationships are always maintained and nurtured.

Ensure a prompt and efficient response is always delivered to both guests and home owners.

Deliver high standards of customer care at all times to guests and homeowners.

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