

JOB DESCRIPTION

Job Title: Group Reservations Executive

Department: AC Tours

Location: London

Responsibilities

- Respond to and follow up sales enquiries using appropriate methods ensuring all deadlines are adhered to;
- Book & negotiate group space in accordance with the itineraries
- Negotiating group rates with hotels throughout to ensure bookings are made within budget and client's requirements.
- Use personal judgement and initiative to develop effective and constructive solutions to challenges and obstacles;
- Ensure that best rates and terms are contracted to ensure profit margins are maintained;
- Building and maintaining relationships with hotels and other suppliers
- Represent the company at trade shows from time to time
- Hotel site inspections
- Communicate, liaise, and negotiate internally and externally using appropriate methods to facilitate the development of profitable business, sustainable relationships and effective service;
- Manage, organise, and update relevant data using database applications;
- Interpret instructions and issues arising, and then implement actions according to policies and procedures;
- Day to day contact with suppliers including hoteliers and other service providers;
- Emergency mobile cover on a rota basis
- Any other office duties as required

Skills & Experience

- Previous experience in the travel/hotel industry with working knowledge of the France is required
- Professional fluency in both English and French is essential and required.
- Numerate, strong attention to detail and high levels of accuracy.
- Excellent customer service skills with an approach that consistently seeks to go above and beyond.
- Strong negotiation skills and has sound commercial acumen
- An empathetic ability to listen and thereafter communicate effectively and articulately.
- Extremely organised with an unflappable approach that can successfully multi-task is a real must.
- Has the approach of a self-starter that takes real pride in their work while still enjoying and recognising the importance of being part of a team.
- A positive outlook with a flexible approach that actively seeks out solutions.
- A quick learner of new IT tools and operating systems is essential.
- Good knowledge of Microsoft office application (Word / Excel / Powerpoint)
- Knowledge of Tourplan system an advantage

To Apply: Please send through your updated CV and brief cover letter to jobs@actours.co.uk