

JOB DESCRIPTION – GROUP RESERVATION AND SALES ASSISTANT

PURPOSE OF THE JOB

To provide high quality of customer service to potential, pre-booked and repeat business.

KEY ACCOUNTABILITIES

- Maintain relationships with new, regular and previous bookers and provide a consistently high level of service with all external customers and internal teams.
- Be aware of and update themselves continuously on all Continuum Attractions, their guest offer and brands and to visit the attractions annually.
- Liaise with the attractions and advise the attractions of pre-booked arrivals on a daily basis and maintain daily communication with the onsite teams.
- Actively upsell ticket and ancillary items and packages under the guidance and management of the Group Sales and Reservations Manager and attractions teams.
- Take and process payments from guests, chase outstanding payments and prepare accurate and timely reports.
- Provide general sales administration support for reservations and sales including inputting information on the reservations system, costings sheet creation and administration and other activities as required.
- Make active sales calls to new and existing trade customers in line with weekly/monthly targets.
- Pro-active sales activity.
- Prepare accurate reports for pre-booked reservations for all Continuum attractions to agreed deadlines.
- Support all trade show follow up activity for the Group.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS