



Job Description

Job Title:	Bookings Guru
Reporting to:	Jane Wilkinson, MD
Status:	Employed
Hours:	Mon-Fri: 3 hrs: 9am-12pm & up to 2 hrs: between 3-8pm (up to 25 hrs p/week) One weekend per month: 5-10 hours
Pay:	£12 per hour + Incentive bonus scheme
Location:	Office between Lymington and Milford on Sea
Date of Issue:	November 2020
Starting date:	ASAP

Overall Purpose of Role:

Aim to convert and sell as much new and repeat business as possible whilst ensuring that the holidays are sold at a commercially viable price to ensure maximum return for owners. Make sure the NFE customer experience is to a high standard and on brand.

Main Activities and Responsibilities:

Enquiries

- Take incoming telephone calls from guests, owners, suppliers and direct to the right person.
- Handle all enquiries and log them into booking system with key data being input.
- Chase all enquiries by phone.
- Keep booking system updated for team to know where all enquiries are in their journey.

Bookings

- Enter in all bookings to booking system and ensure each and every booking is input correctly with key information for property teams.
- Speak to all guests at time of booking or within 24 hours of their booking to ascertain if they are the right type of guest for that house.
- Work with the office team to streamline booking processes.

Sales Data

- Download and create weekly sales report.
- Update KPI's monthly.
- Run through data with team at weekly/monthly meetings.

Support

- Handle cancellations and guest challenges in a sensitive and fair manner.

new forest escapes

- Close liaison, tracking and feedback with the marketing team is critical to allow them to track and adapt marketing campaigns based on current enquires/sales.

Other Responsibilities:

- Work with the team to promote the discounts/last minute offers to potential guests
- Liaise with Owners regarding booking gaps and discounts above and beyond agreed limits.

Essential Key Skills:

- Professional phone/interpersonal skills and confident.
- Efficient and organized.
- Good writing and grammar.
- Hardworking and can do attitude.
- IT savvy including good knowledge of word, excel.
- New Forest local knowledge

Training/Equipment:

- Training will be given for the Booking system.
- Your mobile will be linked into our cloud phone system so all calls will be made through this.
- We will provide you with a work laptop to use.

Required:

- Own mobile
- Own transport