**Position:** Reservation Agent
**Location:** Ireland, Kenmare

Sheen Falls Lodge is seeking an enthusiastic and guest-focused Reservations Agent to join its five-star luxury hotel team. You will help create an exceptional five-star guest experience from the first point of contact, managing accommodation enquiries and bookings, enhancing each guest's stay and delivering the warmth, professionalism and attention to detail expected of a luxury hotel.

## Main tasks / responsibilities:

- Provide information on accommodation, rates, packages and itineraries
- Handle telephone, email and online enquiries
- Convert enquiries into bookings and maximise revenue through upselling and cross-selling
- Create and maintain reservations in Hotsoft
- Manage rates and availability using D-Edge Channel Manager
- Liaise with Front Office, Sales, Revenue and Food & Beverage departments
- Build positive guest relationships and maintain guest records
- Ensure accuracy, confidentiality and attention to detail

## Required profile:

- At least 1 year experience in a similar reservations role, preferably in a luxury hotel
- Flexibility is essential, with shifts up to 8:00pm and rotational weekend and bank holiday work
- Excellent spoken and written English and cofident telephone and email communication
- Strong organisational and interpersonal skills
- Good knowledge of Microsoft Word, Excel and Outlook
- Experience with reservation systems, booking platforms and CRM software
- Knowledge of Hotsoft desirable
- D-Edge experience a similar Channel Manager is an advantage

## The company offers:

- Full-time position, 40 hours per week- Five 8h shifts over seven days
- 1 year contractwith the possibility of renewal
- Salary: €16/hour with 10% Sunday premium- over 40 paid at hourly rate of pay
- Meals on duty, parking, training and uniforms
- Employer will assist with finding accomodation
- Employee discounts and recognition programmes
- Free golf at Ring of Kerry Golf Club
- Employee gym and Cycle to Work Scheme

**How to apply:** Please send CV in English to hospitalityjobs@welfare.ie with Cc to lurdes.vermelho@iefp.pt

**Further info:** on the company: https://www.sheenfallslodge.ie/
on this job vacancy: please contact hospitalityjobs@welfare.ie

**Apply no later than 4th December**

EURES mobility supports may be available if you apply to this vacancy. Please check www.iefp.pt/eures