

voco Reading Hotel has a fantastic opportunity to join the team as a
Reservations, Groups and Meetings & Events Executive

voco Reading, adjacent to Reading Select Car Leasing Stadium, our modern hotel has thoughtful touches and distinctive design, guests can take advantage and enjoy our leisure facilities with a swimming pool, sauna, steam room, and gym. The hotel invites you to enjoy the voco Life at the Atrium Bar and the brasserie-style restaurant Le Café.

We are looking for Reservations, Groups and Meetings & Events Executive who can commit to working a minimum of 40 hours over 5 days a week.

At voco® everyone's a host, if there's one thing we know, it's that a great host is at the heart of every great stay as we understand what our guest wants by delivering easy-going but attentive service.

Our people help to make the biggest difference – we strive for perfection in everything we do for our guests, always focussing on what is important to them and always looking to improve. We take pride in the fact that we are experts in what we do and love to demonstrate this expertise to our guests with a sense of flair.

The Role as Reservations, Groups and Meetings & Events Executive:

- To ensure the team maintain an optimum and exceptional level of customer service to both client and agents. Work closely with the sales teams to ensure new and existing client relationships continue to develop.
- Ensure that the team consistently follow the agreed booking process for both conference and events, groups and hotel rooms
- Maintain IHG systems, assist in revenue generation through business processes such as system balancing, group wash, implementing SOPs, etc.
- Drive the team to maximise cancellation revenue by management of effective cancellation processes where terms and conditions are adhered to.
- Design and implement sales incentives that motivate and focus the teams. Ensure that targets set are being achieved and address any shortfalls.
- To analyse and understand each individual team members workload, conversion performance and level of enquiry activity.
- Work alongside the Director of Revenue to ensure group and event strategies fall in line with overall long-term revenue strategy.
- Ensure hotel pricing and event calendars are maintained and utilised by the team. Pricing set should fall in line with the overall strategy as directed by General Manager and Director of Revenue.
- Set targets and ensure achievement of monthly revenue conversion % for rooms, groups and events and support with upsell.
- Contribute to the hotels' budget process taking responsibility for the M&E & Reservations elements of the budget.
- Review and understand lost/refused/cancelled business, from observations highlight where strategic changes may be necessary.

- Monitor competitor pricing understand the dynamics of the local market and demand generators.
- To ensure accurate records are maintained regarding enquiries, cancellations and denied business.
- To liaise with the Director of Revenue and Front Office Manager and provide accurate advance notification on room counts, selling status, pre-allocated rooms, VIP guests and arrival lists.
- To have full knowledge of rates, rate structures, charters and commissions.
- To produce a weekly forecast of occupancy, sleepers and group bookings and communicate this to all other Heads of Department.
- To maintain all aspects of competitor awareness and carry out on a regular basis in conjunction with the Director of Revenue and Director of Sales a study of competitor hotel facilities services and rates.
- Conduct regular check-ins and engagement of team members.

To be considered as our Reservations, Groups and Meetings & Events Executive, you should have:

- 2 years+ in preferably a hotel reservation
- Demonstrated knowledge of finance, budgeting, and accounting processes and regulations.
- Demonstrated ability to assess and understand a variety of internal and external economic and financial issues which impact the business, to analyse data and forecast future business trends, and to develop effective plans based on businesses assessments.
- Demonstrated experience with Opera or similar software for the purpose of reporting, analysis and presentation.
- Demonstrated ability to scope a project and develop a plan of action, ability to influence others, present convincing arguments and deal with conflicting viewpoints.

Benefits of Working as Reservations. Groups and Meetings & Events Executive:

- Competitive Salary
- 28 days holiday each year, including bank holidays, (this will increase to maximum 33 days with length of service)
- Discounted international/worldwide room rates for yourself, family and friends
- Excellent employee recognition programmes
- Vast range of learning and development programmes
- Opportunities for promotion and transfer across the group

Most importantly, we'll give you the room to be yourself.

If you feel you are the right candidate for the role as our **Reservations, Groups and Meetings & Events Manager**, then please contact
Kamila.Krajewska@vocoreading.com

We'd love to hear from you!

You must meet the legal requirements to work in the UK.