

Job Title: Bookings Advisor (9 Month Fixed Term Contract)

Reporting to: Senior Sales Executive

Basic Salary: £20,500-£23,000

Job Location: LHA Head Office – Victoria, London

Our Business:

LHA London has been providing high quality accommodation in London since 1940 and now have thirteen large hostels providing affordable accommodation for nearly 2000 people in the capital. Our residents are young, single people studying or working in London, and live with LHA either to undertake educational courses, or while taking their first steps in their careers.

Main Purpose of Job:

To positively represent LHA to all internal and external customers, via inbound and outbound telephone, email and web-chat, delivering an excellent standard of customer service at all times. Work towards achieving and exceeding KPI's, through a variety of inbound and outbound sales activities. Promote and upsell LHA's network of 13 hostels. Take customer payments and ensure payments are made and secured within agreed time scales and in accordance with LHA terms and conditions. You will make decisions as to which bookings you should take and oversee a waiting list. Comply with all LHA procedures and policies in order to ensure that all customers receive the best possible service.

Key Responsibilities Include:

- Manage guest general enquiries and reservation requests via our 'bookings' email address and phone line in order to deliver consistent seamless service whilst securing as many long-term bookings as possible.
- Meet and where possible exceed all targets by always promoting hostels, suggesting alternatives and upselling at every opportunity, whether by phone, email or web-chat.
- Communicate with guests in a professional, courteous and friendly manner at all times.
- Actively listen to all customer enquiries and then respond accurately, describing the appropriate LHA product / service or performing the agreed action.
- Accurately always collect customer data and enter into LHA databases.
- Reply with suitable options to clients to ensure customers receive swift attention and personalised responses on each enquiry.
- Ensure customers are informed of full product information & services we have to offer
- Display excellent product knowledge at all times and take every opportunity to cross-sell in an efficient & professional manner.
- Run the company 'Live Chat' function, responding to guest queries & taking bookings
- Be fully familiar with the company's booking conditions.

Key Requirements

- Minimum 1-2 years of work experience within the hospitality industry (reservations/customer service)
 - Flexibility to work varying hours between 8am and 6pm Monday – Friday
 - The ability to handle multiple tasks is a must
 - Excellent at creating and maintaining positive and productive working relationships across the business, communicating effectively in a range of situations
 - Experience of working in a fast-paced working environment
 - Excellent telephone and communication skills
 - Excellent spoken and written English
 - Good time management and organisational skills with a sharp attention to detail
 - Working knowledge of ASSD or other reservations system is desirable
 - IT literacy with experience of Excel and Outlook
 - Positive and enthusiastic with a can-do attitude
 - Fluency in Spanish, French, Italian, Mandarin or Hindi is an advantage
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What's in it for you?

- Rewarding environment with the chance to make a real difference
 - Fantastic office location, a short walk from London Victoria station
 - Benefits: 25 days annual leave, matched contribution pension, non-contractual bonus, travel discounts, free use of hostel gyms
 - Salary up to £23k (depending on experience)
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