



**CARDEN PARK**  
CHESHIRE'S COUNTRY ESTATE

# Reservationist

**Department:** Reservations

**Reporting to:** Reservations Manager

The ideal candidate will

- Deliver exceptional customer service at all times exceeding expectations
- Have great communication and administration skills
- Be confident on the telephone with an excellent manner
- Potentially have experience within a hotel reception or reservations team and also knowledge of key bookings systems such as Opera, Delphi, Spa Soft and Concept, however training will be provided

The role

- Recording full and accurate details of bookings and up-sells of other hotel facilities in accordance with departmental procedures
- Dealing with enquiries in a courteous and professional manner and displaying a clear and comprehensive knowledge of the hotel and its facilities.
- Problem solving as and when required to assist the Reservations Manager

We have free transport from the Wrexham and surrounding areas. Applicants should have their own transport if living outside of this area due to lack of public transport.

If you require more information, please email [recruitment@cardenpark.co.uk](mailto:recruitment@cardenpark.co.uk)  
or call 01829 731541