



Reservations Supervisor

We are looking for a passionate individual to join our award winning team

The Reservations Supervisor will assist with the operation of the Reservations Office, providing excellent customer service and hospitality. This permanent position is instrumental in dealing with reservations & sales, providing customer service and meeting and exceeding customer expectations.

The Reservations Office is the hub of our business and a passion for excellent service and strong attention to detail are required.

This is the ideal position for a highly motivated and hardworking individual who is keen to develop themselves within the golf industry.

Golf related experience in the luxury market and knowledge of using BRS or a similar system are required for this role.

Experience of supervising and developing teams is required. Full training will be provided.

Duties & Responsibilities:

- Answering and processing incoming calls in a pleasant and professional telephone manner at all times
- Dealing with all enquiries, reservations and administration tasks in-line with company standards
- Scheduling tee times, restaurant and service reservations effectively
- Handling advance payments for all reservations
- Compilation and completion of all guest information for database of customer demographics
- Ensuring accuracy of tracking customer type, source of business and quantity of rounds played
- Compliance with all legal policies, paying particular attention to GDPR and PCI Compliance
- Providing all internal departments with accurate information
- Liaising with all departments to fulfil guest requests
- Maintain a professional working relationship with all guests, tour operators and suppliers
- Assist with the training and development of the Reservations team to enhance their skills and maintain motivation
- Assist in the review and development of Standard Operation Procedures as necessary
- Follow and comply with all company policies and procedures
- Undertake any projects assigned to you
- Deputise for Reservations Manager during days off and holidays
- Communicate effectively with Team Members, Supervisors and Managers
- Perform any reasonable tasks assigned by a Manager



Terms:

- Permanent Position
- Competitive Salary of £29,000
- 40 hours per week
- Working 5 days out of 7 from April until the end of October
- Monday to Friday from November until the end of March
- Hybrid working available from November – March

Staff Benefits:

- Workplace Pension
- Discount in our Golf Shop
- Discount in The Old Barn Restaurant
- Golf Privileges
- Salary Extras Benefits Platform – Shopping, Cinema, Gym Discounts
- Birthday Meal Voucher
- Staff Events
- Luxury Uniform
- Food whilst on duty
- Paid rest breaks whilst on duty

All applications should be emailed to Diane Page, HR Manager - dpage@dumbarnielinks.com

Upper Largo | Fife | KY8 6JQ | 01334 845 945