

JOB DESCRIPTION

Job Title: Guest Services Coordinator	Present Grade: 4
Department/College: Conferences & Events+, Commercial Services	
Directly responsible to: Events Manager	
Supervisory responsibility for: N/A	
Other contacts Internal: Guest room housekeeper, cleaning services team, Events Manager, and all departments in a client capacity or supplier capacity External: Visitors, corporate clients, public bodies, local authorities, materials & service suppliers	
Major Duties: <ul style="list-style-type: none"> To deal with all general enquiries, via email, telephone or the website, relating to guest rooms and hospitality, providing quotes and show rounds as requested. To coordinate group and hospitality bookings, and small meetings, to ensure services are in place and customer expectations are delivered. To operate and monitor all customer feedback, calls and questionnaires and to report back to the line manager on a weekly basis. To liaise and communicate with service providers to ensure standards and services are delivered as requested. To proactively monitor and manage bedroom allocation on Booking.com and other agency websites. To maintain an efficient guest room and hospitality diary ensuring capacity and revenue is maximized. To monitor guest room occupancy levels and provide monthly reports. To be available for work in all conference areas as business demands. To assist in sales activities to meet the agreed sales and marketing strategies, including undertaking competitor analysis. To provide administrative support as requested. To produce invoices, statements and purchase orders and monitor in line with Financial Regulations. To assist in the delivery and development of the conference registration package and promotional codes. To operate and maintain accommodation booking services for individual guests, groups and conferences during vacation, including 'pop-up' receptions. To manage the guest room check-in and check-out process. Act as Duty Manager according to business on a rotational basis. Must have a full driving license to enable access to off campus locations. To prepare meeting rooms for customers and welcome them upon arrival. Any other duties commensurate with Grade. 	