

Casa Hotel is the highest AA rated 4-star hotel in Chesterfield, Derbyshire. An independently owned hotel which boasts a unique steakhouse restaurant, 100 bedrooms, 12 meeting rooms accommodating up to 280 guests and our beautiful Spanish themed Barca bar.

Our sister hotel is the award winning 4-star PEAK EDGE HOTEL, a luxury boutique hotel nestled on the edge of Derbyshire's Peak District National Park located 10 minutes' drive from Chesterfield Town Centre.

An opportunity has arisen for **Reservations and Revenue Coordinator** to join our hospitality teams. We are looking for a candidate with a positive, bubbly personality to share our passion for the hospitality industry and delivering service excellence !

The ideal candidate

- Passionate, reliable and organised
- Able to work as part of a close team
- Good knowledge of Microsoft office
- Good Knowledge of Opera Cloud
- Good telephone manner and care in customer service

What we offer you!

- 33 Holidays per annum
- 50% off food and 20% drink at our venues and discounted hotel stays
- Free, onsite parking and complimentary staff meals
- Opportunity to work at our sister hotel, Peak Edge
- Apprenticeship opportunities funded by the business to excel your career

Reservations Duties

- Manage guest telephone and email enquiries and communicate with guests in a professional, courteous, and friendly manner to deliver consistent seamless service
- Maximising revenue and meeting sales targets in line with company objectives
- Complete various audits to ensure all guest details and requests are correct and actioned
- Always display excellent product knowledge and take every opportunity to up-sell in an efficient & professional manner

- To maintain exemplary billing systems and obtain all payments from customers in accordance with company policy
- Audit commission claims for payment
- Competitor research and analysis of services and rates
- Other queries on an adhoc basis including sending lost property, general hotel enquiries etc

Revenue & Systems Support

- Assist in monitoring daily pick-up, occupancy levels, pace, and market trends.
- Support the Revenue Manager in implementing pricing strategies and revenue-maximising initiatives.
- Ensure rate parity across all online channels, identifying and reporting discrepancies.
- Update availability, restrictions, and promotions across the PMS, RMS, CRS, and OTA extranets.
- Prepare daily, weekly, and monthly revenue and reservations reports.

Casa Hotels Ltd proudly manages its Talent Acquisition and onboarding processes in house. Please no Recruitment Agency enquiries.

Casa Hotels Ltd. celebrates diversity and is an equal opportunity employer, welcoming applications from all backgrounds.

Please advise us if you require any adjustments during the interview process.