



group

JOB DESCRIPTION

Job Title: Groups Reservations Executive

Location: London

AC Group is looking for individuals who are passionate about the travel industry and motivated to join a growing organisation. The Groups Reservations department deals with ad-hoc and series group bookings from EMEA into the UK and France. Primarily, the role will involve contacting hotels and negotiating space and rates within the clients' specific requirements and deadlines. The successful candidate must have good time management skills, be able to work as part of a team as well as be a good problem solver, a strong communicator and be able to work in a fast-paced environment.

Responsibilities

- Respond to and follow up sales enquiries using appropriate methods ensuring all deadlines are adhered to;
- Book & negotiate group space in accordance with the itineraries
- Negotiating group rates with hotels throughout to ensure bookings are made within budget and client's requirements.
- Use personal judgement and initiative to develop effective and constructive solutions to challenges and obstacles;
- Ensure that best rates and terms are contracted to ensure profit margins are maintained;
- Building and maintaining relationships with hotels and other suppliers
- Represent the company at trade shows from time to time
- Hotel site inspections
- Communicate, liaise, and negotiate internally and externally using appropriate methods to facilitate the development of profitable business, sustainable relationships and effective service;
- Manage, organise, and update relevant data using database applications;
- Interpret instructions and issues arising, and then implement actions according to policies and procedures;
- Day to day contact with suppliers including hoteliers and other service providers;
- Any other office duties as required

Skills & Experience

- Professional fluency in English is required.
- Numerate, strong attention to detail and high levels of accuracy.
- Excellent customer service skills with an approach that consistently seeks to go above and beyond.
- Strong negotiation skills and commercial acumen
- An empathetic ability to listen and thereafter communicate effectively and articulately.
- Extremely organised with an unflappable approach that can successfully multi-task is a real must.
- Has the approach of a self-starter that takes real pride in their work while still enjoying and recognising the importance of being part of a team.
- A positive outlook with a flexible approach that actively seeks out solutions.
- A quick learner of new IT tools and operating systems is essential.
- Previous experience in the travel/hotel industry with working knowledge of UK and Ireland and/or France is an advantage
- 2+ years of placing experience in a similar role
- Knowledge of Tourplan system is an advantage
- Profession fluency in French is advantageous

To Apply: Please send through your updated CV and brief cover letter to jobs@acgroup.travel



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