



JOB DESCRIPTION

Bookings and Reservations Coordinator at Bourne & Hollingsworth Group

£24,000 - £28,000 (option for flexible hours and some working from home)

recruitment@bandhgroup.com

About B&H

Bourne & Hollingsworth is a creative company with an offering centred on socialising, hospitality and entertainment. With cocktail bars in the West End, a larger multi-faceted club house, bar and restaurant in Clerkenwell, and a new event and studio space just opening, B&H is recognised for conceiving and creating beautiful and original venues with a keen attention to detail and a unique and singular aesthetic.

As we grow our business back after the Pandemic we are first concentrating our attention on our flagship site in Clerkenwell B&H Buildings and are looking for a Bookings and reservations coordinator to support our busy reservations and event enquiries.

The Role

Administering the large volume of enquiries and bookings for our venues. This involves the management of reservations and bookings from enquiry right the way through to the booking arrival, including food and drink pre-orders (when required), confirming guest reservations, communicating the booking requirements to the operations team and finally following up with guests to ensure they had a great experience.

Candidate requirements

A highly literate communicator, with strong written and spoken English. The ideal candidate will have worked in a reservation department before or front of house within the hospitality or events industry.

Experience in using sales/reservations software like OpenTable, Collins or other CRM software will be a great advantage. A capacity to accurately record information in written form is a must, as is the ability to be confident and natural with our customers either in person in our venue, over the telephone or via email.

Key responsibilities

- Using Collins our CRM system to manage bookings – be proficient and literate in the capabilities of the software
- Taking initial enquiries via telephone, online and in person
- Checking availability for the booking and offering advice on alternative dates and times if possible to maximise space and the smooth running of the venues
- Dealing with initial enquiries quickly and following up on any outstanding bookings
- Troubleshoot any issues that might arise surrounding the bookings
- Ensure that booking rules are maintained – space between bookings and maximum covers per period
- Sending out pre-orders for parties to order food and drink before their booking
- Liaising with the restaurant and kitchen regarding bookings to ensure that all bookings are running smoothly
- Ensure that function sheets are prepared where necessary and distributed in completed state in plenty time prior to the booking
- Follow up any outstanding invoices and payment requests
- Serve as the main contact point between the customer and the venue making sure all communication is clear, concise and has a written trail for the operations team
- Take guests on venue show rounds and being knowledgeable about our offering and service
- Take any necessary payments regarding the booking, either in person or online making sure they are put through the system accurately
- Ensure that your communication, whether written or verbal, is clear and confident and comes across in a personable manner
- Provide a report weekly to the other departments on the information required by them to provide the best possible service

Our Core Values

Bourne & Hollingsworth was established over 10 years ago by a group of creative and commercial entrepreneurs. We have built the business into a successful social experience provider and operator of fantastic events, bars and restaurants.

We never want to lose that entrepreneurial spirit, and this is the job for someone looking to grow within our group of companies and develop a career in our industry. The successful appointee will be joining a family of passionate, creative dreamers who have helped build a commercially successful business over the last ten years and plan to still be going in another ten. Our success has been driven by our intense customer and commercial focus; anyone attending our events or our venues are invited into the B&H world and are promised an outstanding experience. As a Company we are committed to go further and to exceed our customers expectations.