



Trump International Golf Links
SCOTLAND

JOB DESCRIPTION: BOOKINGS & RESERVATIONS ASSISTANT

Reports to: Bookings & Reservations Manager

Department: Sales

Job Purpose:

- To support the Bookings & Reservations Manager
- To process and manage golf tee times and accommodation related bookings and enquiries

Key Duties and Responsibilities:

- Handle golf tee time and accommodation related enquiries via telephone calls, emails and online platforms
- Record tee time bookings and accommodation reservations ensuring that booking and guest details are recorded accurately on the reservation systems
- Collecting payments for tee time and accommodation reservations
- Liaising with relevant departments to ensure delivery of a five star service at all times
- Working closely with the Bookings & Reservations Manager and assisting with formulation and implementation of golf and accommodation packages
- Provide reports, as required, in relation to tee time and accommodation bookings and availability
- Undertake data management duties such as data input, database management, file management and record keeping
- Perform all administrative duties relating to bookings and reservations
- Ensure compliance, as appropriate, to your role with relevant health and safety and company policies and procedures
- Any other duties as directed by the Bookings & Reservations Manager or member of the senior management team

Requirements for the Role:

- Knowledge and understanding of golf
- Previous experience in a bookings/reservations/administrative/office role or environment
- Excellent IT skills, including working knowledge of Microsoft Office software and demonstrable ability
- Friendly, confident and polite telephone manner
- Excellent communication and interpersonal skills
- Outgoing personality
- Ability to resolve queries in a proactive, practical and positive manner
- Exceptional attention to detail
- Ability to work under pressure and manage competing priorities with minimum supervision
- Flexible approach to work
- Ability to work as part of a team