



# Reservations Coordinator Position Description





Majestic Hotels are a South Australian owned and operated boutique hotel group comprising of five properties; the multi award winning Majestic Roof Garden Hotel, located in the heart of Adelaide's East End; Majestic Old Lion & Tynte Street Apartments and Majestic Minima Hotel in North Adelaide; and the Majestic Oasis Apartments in Port Augusta.

Majestic Roof Garden Hotel - 4.5 star rating, Opened April 2004  
Multi Award Winning in 2009  
55 Frome Street, Adelaide  
114 hotel rooms, 6 suites, 2 function rooms and 75 seat restaurant

Majestic Old Lion Apartments - 4 star rating, Opened December 1997, refurbished in 2011  
9 Jerningham Street, North Adelaide  
66 apartments

Majestic Tynte Street Apartments - 4 star rating, Opened June 1998  
82 Tynte Street, North Adelaide  
24 apartments

Majestic Minima Hotel - 3.5 star rating, Opened May 2008  
Melbourne Street, North Adelaide  
46 rooms

Majestic Oasis Apartments - 4 star rating, Opened September 2003  
Marryatt Street (foreshore) Port Augusta SA  
75 apartments



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**PURPOSE**

Consistently, through a disciplined approach, focus on the upkeep of Majestic Hotel's products, incorporating continuous improvement and delivery of the highest quality to ensure true and lasting customer loyalty.

**POSITION OBJECTIVES**

- **COMMITMENT & CONSISTENCY** – To quality of work and always achieving the highest standards to consistently deliver great products
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks lists while recognizing when attention is needed in other areas and attending to them with the appropriate level of priority
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved.
- **TIME MANAGEMENT** – Accountability to achieve all tasks in a timely and efficient manner to ensure presentation of all common areas is maintained at the highest level
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach with internal and external stake holders
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff and external sources
- **ANTICIPATORY SERVICE** – Identify and service customer's needs before they ask.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty



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**KEY RESPONSIBILITIES****Inventory and Rate Management**

With a disciplined approach, complete the following tasks, including but not limited to:

- Reporting daily competitor analysis and yield strategy to the Manager
- Manage rooms on the GDS, third party websites, hotel PMS and OWS
- Manage room inventory and rate availability on the GDS, 3rd party websites, OWS and the hotel PMS
- Using the hotel PMS, manage inbound and wholesale allotments ensuring that the inventory and rates are entered correctly per the allotment spreadsheet
- In conjunction with the Sales Executive-Corporate and the Sales & Marketing Manager, manage an allotment for top contracted corporate clients to ensure that sufficient rooms are available during peak periods
- Load and amend rates in the hotel PMS & OWS per the rate sheet
- On a regular basis, check all allocations and group blocks in the PMS to ensure that allocated rooms have been released by their cut off dates or picked up
- As requested by the Sales & Marketing Manager, set up new rate codes and packages in the PMS & OWS

**Reservations and Sales Management**

With a disciplined approach, complete the following tasks, including but not limited to:

- Hands on involvement in processing reservation sales by telephone, email and facsimile
- Manage a 'wait list' for high occupancy periods, taking into consideration priorities for corporate clients
- Peak events – coordinate all reservations, deposits and accommodation payments
- Liaise with the Groups Coordinator to provide availability; enter group allotments into the PMS accurately
- Remain the contact for all amendments and communication
- Enter rooming lists for upcoming groups



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- KEY RESPONSIBILITIES** With a disciplined approach, complete the following tasks, including but not limited to:
- Administrative and Other Tasks**
- Complete end of month reporting for the Sales and Marketing department including (but not limited to) enquiry conversion % and performance of advertising mediums
  - Provide regular feedback as requested by the Sales and Marketing Department consisting of the content of the end of month reports, rates and top client information. Communicate any identified opportunities and suggestions to generate sales
  - Ensure that companies / agents requesting credit have an account set up prior to processing charge back authorisations
  - As requested by the Sales and Marketing Department, link rate codes to all company, agent and source profiles in the PMS
  - Assist the front office staff as required
  - Liaise with other departments including maintenance and housekeeping to ensure rooms are customer ready

- SKILLS** **Required**
- EXPERIENCE**
- QUALIFICATIONS**
- KNOWLEDGE**
- Effective communication skills incorporating a collaborative approach
  - High level of accuracy and attention to detail when delivering products and services
  - Exceptional time management skills with proven experience to establish priorities, organise workloads and ensure deadlines are met within a collaborative empowered environment
  - Flexibility to work the required shifts and the ability to step in and assist where necessary
  - An attitude of professionalism at all times
  - Consistent approach to self-development and ability to address and implement continual improvement within the team
  - Experience of working in a high pressure environment whilst maintaining high level of service
  - High level of personal presentation
  - Current driver's license
  - Committed approach to continuous improvement in all areas of responsibility



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### Highly desirable

- Proven experience in a similar role within a 4 and 5 star environment
- Opera PMS
- Myfidelio

### VALUES

#### Required

Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -

- Passion for our brand, products, staff, guests and industry
- Professionalism at all times
- Commitment to quality customer service standards and values
- Respect and value of each and every team member across our group
- High level of communication skills characterised by patience, clarity and empathy at a personal, written and telephone level
- Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change
- High level of interpersonal skills
- An attitude to work within Workplace Health and Safety requirements

### ORGANISATIONAL RELATIONSHIPS

- Report directly to the Front Office Manager and further the Hotel Manager as required
- Working as required with:
  - Assistant Front Office Manager
  - Guest Service Agents
  - Sales & Marketing Department
  - Department heads across all Majestic Old Lion & Tynte Street Apartments and the Majestic Minima Hotel



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## **VISION STATEMENT**

*“our purpose as a company”*

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice!**

## **VALUE STATEMENT**

*“what we stand for as a company”*

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

**PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!**



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I have read and understood the requirements of the role as outlined in this position description.

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Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

