

Job Title	Reservations Manager	Salary	Up to \$80k dependent on experience
Department	Sales		
Reports To	Head of Sales	JD date	1 st October 2026

Job Information**Type of Role**

This is a full-Time office based role. Includes Evening & Weekend work

Job Purpose**Accountabilities:**

- To oversee, manage, and lead the sales / reservations team ensuring daily performance targets are achieved
- Prepare, deliver, and motivate sales staff for the day ahead ensuring delivery of key messages.
- Compiling and analyzing sales figures – daily, weekly and monthly
- Collecting customer feedback and market research
- Feedback to the Product department on calls received and obstacles which you have had to overcome.
- Attend virtual “bridging” meetings to share information with other departments to benefit the end result.
- Constantly evaluate performance and success of the Sales team through call listening and feedback on success and development areas
- Monitoring individual's & team's QA, and Error scores to with an eye for accuracy
- Reporting on staff attendance, absence and compete Return to Work
- Own pre and post sales related customer service issues escalations in a timely professional manner

Qualifications/ skills/ experience / knowledge**Essential**

- Embrace change when new strategies are delivered by the business.
- Always maintain a high motivation and positive atmosphere within the sales office
- Ensure highest level of customer service provided to deliver exceptional customer journey.
- Be able to demonstrate open, sell and close in line with company expectations and sales structure coaching where needed.
- Proven “sales” track record in delivering results to company KPI's.
- Resilient, excellent communication skills both written and verbal, with strong people skills.
- A confident, strong, friendly personality.
- The ability to be flexible, decisive and quick thinking.
- Self-motivated with a positive outlook, and a clear focus on high quality and business profit
- Ability to work under pressure.
- Able to understand profit and loss calculations and basic business finance, e.g., gross margin percentages and calculations.
- Experience within the travel industry

Desirable

- Experience within a management position
- Must be adept in use of MS Office 2000 or later, particularly Excel and Word, Internet and email.

- Speak Spanish at the conversational level.

Critical Competencies

Organisation Structure & Career Path

Financial Information

Employee Acknowledgement

I acknowledge that I have read and understood this job description and the responsibilities and expectations of the role.

Employee Signature: _____ **Date:** _____