

## Groups & Reservations Office Manager

<b>Brand</b>	Crowne Plaza	<b>Salary Range</b>	Competitive
<b>Contract</b>	40 hours per week (FT)	<b>Work location</b>	Birmingham City Centre (B1)
<b>Supports</b>	Groups & Reservations	<b>Reports to</b>	General Manager

### What you'll be doing!

An excellent opportunity has become available for a Groups & Reservations Office Manager to take charge of our internal bedroom Revenue team. We are currently recruiting for a capable & proficient candidate to help us to drive Revenue, predominantly for group reservations in addition to individual bedroom bookings.

As Groups & Reservations Office Manager you will be totally customer focused following the strategies set by the Revenue Manager in order to grow the business through proactive selling and effective conversion of all group enquiries. As a Head of Department reporting into the General Manager, it will be your responsibility to manage, train, and develop the Groups & Reservations teams and to ensure their workload is managed effectively. You will work closely with the Revenue Manager to implement agreed pricing strategies in order to maximise every possible opportunity to ensure you exceed budget.

### Who you'll be working for!

There's nothing complicated about dealing with business people. They're just people. Doing business. By day, international marketing superhero. By night: fluffy bath robe and a box set. Like Liz, who's left her laptop cable in the cab. Or Mario, who's secretly missing his cats. The early riser, who's first in the gym. The sales team preparing for the 'big pitch' over a freshly prepared lunch. At Crowne Plaza Hotels and Resorts, we embrace the new world of business and understand that Modern business travellers want a hotel (and a hotel team) that understands and supports them, helping at every turn.

### Our Values

At Centre Island you'll be joining a growing family of 10 hotels with over 800 employees. At Centre Island whether you're working at our branded IHG hotels or our independent boutique, we deliver the brand with Centre Island Values. All our employees are engaged & enthusiastic with a Centre Island personality.

We believe our values are an integral part of our business and our teams strive to always:

- Act with **INTEGRITY** and **CARE**
- Be **ENGAGED** with customers and colleagues alike
- Have **PASSION** and take **OWNERSHIP** in everything they do
- Strive to be **CREATIVE** to continuously improve

### What we offer you!

- 28 Days holiday increasing to 33 days after your 5<sup>th</sup> year of service
- Free meals on duty & full uniform provided
- Access to IHG's worldwide Employee Rate and Friends & Family discount schemes
- Internal Rewards programme where you can get recognised with Love 2 Shop vouchers for demonstrating great work
- Training & Development and the opportunity to work with a fast paced, customer-focused company

**The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.**

**So go on - show us how your passion and personality are the perfect fit to deliver memorable experiences to our guests!**