

Job Description



JOB TITLE: Group Reservations Consultant

LOCATION: Auckland (HQ)

POSITION TYPE: Permanent Full Time

WORKING HOURS: Mon-Fri (Flexitime)

REPORTS TO: Reservations & Sales Manager

Purpose

The Group Reservations Consultants' mission is to manage and nurture our group's business from entering bookings to ensuring the Haka operations team is across any special requirements.

Take incoming calls, answer email queries, and enter reservations into our PMS, all whilst ensuring accurate information is entered and our guests feel valued.

Responsibilities

- Take the lead role in managing reservations for all our assets nationwide
- Creating group allocations, quotes, and reservations
- Answering all enquiries via phone, email, mews, OTA's, and social media from guests or potential guests
- Assist the Finance team with queries relating to guest reservations and reservation reconciliations/amendments
- Managing issues and complaints following the Haka complaints process
- Answering feedback on all our platforms
- Be the face of Haka as the first contact for my guests or potential guests

Skills / Qualifications

- Corporate and/or large group travel experience
- Strong Customer Service skills
- Team player with a positive, can-do attitude
- Ability to juggle multiple tasks and work in a fast-paced environment
- Highly organised and flexible
- Embraces personal accountability, sense of ownership
- Passion for the Youth Tourism industry
- Excellent time management & communication skills
- Exceptional attention to detail
- Effective decision making

Key Working Relationships

- Internal:
- Head of Revenue
 - Reservations & Sales Manager
 - Operations (Managers, Head, Regional Manager & Front desk staff)
 - Finance

	<ul style="list-style-type: none"> o Business Development & Marketing Manager
External:	<ul style="list-style-type: none"> o Revenue & Distribution Executive (Bangkok) o Groups o Tour Operators

<i>Performance Metrics</i>	
<i>Key Deliverable</i>	<i>Means of Achieving</i>
Customer Service & Experience	<ul style="list-style-type: none"> o OTA rankings - 8/10 or above and responded to within 48 hours o Guest Feedback (TripAdvisor, Google & OTAs) - All guest feedback good or bad is responded to via the appropriate channel and reported to your manager o Complaints & Responses – All complaints are acknowledged within 24 hours and responded to within 48 hours o Customer inquiries – all inquiries are responded to within 48 hours
Reservations & Data Accuracy	<ul style="list-style-type: none"> o All reservations are inputted and recorded with 95+ accuracy o All reservations are inputted within 48 hours of being received o Rooming lists are all entered accurately Group Allocations are entered accurately and as per the contract o Reservations are entered as per contracted rates
Financial Management	<ul style="list-style-type: none"> o Ensure accurate billing and timely collection of payments for group reservations o Monitor and manage group booking budgets to ensure profitability
Communication	<ul style="list-style-type: none"> o Personal uptake of cultural training opportunities and Te Reo o Clear, smooth communication with direct reports, stakeholders and other Haka verticals.
Health & Safety	<ul style="list-style-type: none"> o All health & safety protocols are adhered to. o Understand and adhere to all Haka H & S procedures and policies o All incidents are reported using the incident reporting form o Report any major incidents using the incident management table without delay
Core Values	<p>Alignment with our core values is assessed by an annual 360-degree employee feedback process.</p> <p>Our values are:</p> <p>Whanau The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do.</p> <p>Aotearoa Proud We care deeply about this land, and we aim to work as a company to share the unique culture, geography and history of Aotearoa by still respecting the land. Huge strides leaving few footprints. From encouraging customers to recycle to continuously learning and sharing your knowledge of culture, history & geography to our guests.</p> <p>Keeping it Real We owe our big success to our small company roots, and to the genuine, fresh attitude that keeps us grounded and relevant. No egos, no bull.</p> <p>Purpose-driven Combining our collective expertise, paying attention to detail and aiming sky-high is our winning recipe and the secret to our success.</p> <p>One In a Million</p>

At Haka it's of the utmost importance we deliver the best customer experiences and great customer service. Our customers are as individual as fingerprints, and we strive to create flexible, personalised products and services that make everyone feel included, whether they're 18 or 80.

Reach For It

Boundary-pushing isn't just for our adventure tourists - it's our key to innovation and staying ahead of the pack. If it can be done better, we'll always find a way.

Sense of Place

We take pride in our sense of place and celebrate the alignment between our brand and every location a Haka House calls home.