recruitment@the-chp.com
Office 31, Brownsea House, Dorset, BH15 1SR
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Reservations Consultant

Current date: 09/11/2026

Date created: 23/09/2026

Salary
£14 per hour
Department
Reservations
Location
Poole
Type
Full Time
Office Based
Permanant

Reports to: Reservations Manager

Location: Poole/Westbourne Onsite

Role Type: Permanent Full-time 40 hours Onsite – 5 days out of 7 on a rota basis. Reservations office hours are either 8am-4.30, 9-5.30pm or 10-6.30pm, again on a rota basis. Travel will be required to other location when there is a project being launched.

Salary £14 per hour + Substantial commission and bonus incentives available for delivery of revenue targets

About Us

Our group of companies specialises in housing solutions, supporting organisations with complex accommodation needs across the Corporate, Healthcare, Construction, and Insurance sectors. Backed by over 20 years of experience, it delivers tailored accommodation strategies, combining short and long-term housing, property management, and bespoke client support.

Job Description:

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We are looking for a full-time Reservations Consultant to join our fun, dynamic, and friendly team. You'll play a key role in managing enquiries and bookings, ensuring outstanding guest experiences, and helping us maximise occupancy and revenue across our portfolio of serviced apartments and holiday houses. This position will require you to travel between our location to help with projects.

What You will Do:

· Manage enquiries and reservations from start to finish, ensuring smooth communication

with guests and internal teams!

· Liaise with Property Management and Guest Experience teams to prepare for arrivals.

· Ensure all data and systems are up-to-date and aligned with our 'sundown' policy (no

outstanding tasks at the day's end)

· Support revenue targets by converting the right enquiries into high value bookings.

· Assist our Finance team to process payments and ensure direct clients have paid before arrival.

· Respond quickly and professionally to all guest queries.

· Travel to sites nationally when required to assist with projects

· Assist our Marketing team to maintain accurate listings on online platforms.

· Support Marketing and Client Relationship teams with promotional and business development activities.

· Engage with guests and property owners to build lasting relationships and deliver a luxury experience.

· Who We are Looking For: A proactive, detail-oriented individual with a passion for hospitality and client service. You will need to be confident managing multiple tasks in a busy sales office, communicating effectively, and working collaboratively across departments.

Essential requirements:

· 2 + years in Reservations

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· 2 + years in Corporate Housing, Serviced Accommodation or Hotel Reservations

· Travel to national locations when required

Why Join Us?

You will be part of a collaborative, ambitious team within a business experiencing rapid growth. This role offers variety, responsibility, and the opportunity to make a meaningful impact on the quality and performance of our property portfolio.

Job Types: Full-time, Permanent

Pay: £14.00 per hour

Expected hours: 40.0 per week

Application question(s):

- Do you have experience in Corporate Housing , Services Apartments or Hotel reservations?
- Have you worked with sales targets?
- Do you have 2 years reservations, reception or front desk experience?

Work Location: In person

Link: https://www.tchp-talent.co.uk/vacancies/reservations-consultant/

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