



## Reservations Executive

### About us

UnderTheDoormat Group is an award-winning prop-tech company, and our London home accommodation business is one of the leading companies in our sector. We help property owners, portfolio owners and property companies generate higher income through the short term rental industry as well as providing hotel-quality stays for our guests in the comfort of a home.

This is an opportunity to join an exciting, technology-led business with a high energy team who work closely on delivering an excellent customer experience. You will have the chance to learn new skills, be involved in significant projects and make an impact on many different areas of the company.

We are looking for bright and ambitious people to help continue to grow the business. Applicants should be adaptable, flexible and proactive in developing their own skills and capabilities. We celebrate leaders at every level of the business who demonstrate independence in their work while contributing to the culture and broader environment of the UnderTheDoormat team.

### About the role

The Reservations Executive will play a leading role in our UnderTheDoormat London Team and will be instrumental in our growth plans. The UnderTheDoormat London Team operates short term rentals on behalf of property owners and delivers 5-star guest stays in over 300 homes across the city, including our flagship aparthotel, 3 Sloane Gardens. The Reservations Executive will support the Operations Director in managing the end-to-end reservations process to maximise guest sales for UnderTheDoormat London as well as for our other two business arms – Hospiria (our B2B SaaS business which drives superior income and occupancy for our partners) and TrustedStays (our dedicated platform connecting professional home rentals with government and corporate procurement).

The role would best suit someone who has a minimum of 2 years' experience in reservations management and guest sales within leisure and hospitality.

### Responsibilities:

- **Reservations management** – Managing the end-to-end guest booking process including enquiry management, relevant guest stay support, guest communications, payment processing and ensuring all guest company requirements are complete ahead of a stay
- **Support the Operations Director to hit and exceed sales targets** – Support the delivery of our sales strategy to achieve financial targets for all business arms and keep UnderTheDoormat Group competitive and innovative, including outbound sales
- **Exceptional guest relationships** – Create genuine emotional bonds with guests in order to build loyalty and encourage repeat and recurring business; manage high profile, VIP guests in the appropriate way
- **Support any logistical operations** – Support the managing of end-to-end logistical operations such as cleaning, linens, check-ins/outs, ensuring a seamless guest experience



- **Continuous improvement** – Proactively identify improvements beneficial to our reservations processes and the UnderTheDoormat Team and be part of the delivery of any initiatives implemented
- **Customer data excellence** – Understand our customer data deeply, be able to report on trends and related solutions and maintain our data accurately on all our systems
- **Personal development** – Participate in any personal development and training that is identified to help you carry out your role more effectively, as well as delivering any team training within your areas of expertise as and when required
- **Values and Behaviours** – Uphold, safeguard and promote our values and behaviours at all times
- **Policies and procedures** – Have good working knowledge of our policies and procedures and ensure yourself and your team work within them at all times
- **Legal and regulatory** – Maintain records in line with current legislation, in particular GDPR, AML and Health and Safety
- **Travel** – You must be comfortable travelling across London where this is required of your role. You will need to adhere to the appropriate government standards such as PPE and personal hygiene measures

## What we are looking for

As a young company, you will have the freedom to drive continuous improvements in how we operate – and we genuinely want you to drive improvements and take the lead, not just take direction.

Applicants should be adaptable, flexible and proactive in developing their own skills and capabilities.

You should love the idea of supporting a team while also being able to work independently. As a small business you will also have a key role to play as a team member in helping us ensure all our customers have a positive and seamless experience.

You must enjoy interacting with customers and partners, demonstrate excellent attention to detail, and be able to multi-task. You will often be the face (digitally, written, and in person) of the company and must be comfortable and confident in this role.

Specifically;

- A minimum of 2 years experience in reservations management and guest sales within leisure and hospitality
- Someone who thrives under pressure and with constantly changing dynamics
- A people person who thrives on working with others and loves building personal connections that drive growth
- Someone who is organised and detail oriented
- Someone who has strong written, verbal and interpersonal skills who's energetic and focused
- Someone who has a strong desire to expand and acquire new skills

## What we offer

- An exciting and fast-paced environment with lots of development and growth opportunities
- Friendly team and regular socials together



- Informal ongoing development and training on key business skills, such as project management
- 25 days holiday plus the flexibility to buy or sell 5 days
- Flexible and remote working options (including sabbaticals)
- Discretionary bonus scheme
- Cycle to Work Scheme
- Discounts for you and your family and friends on our homes
- Rewards for introducing new customers and team members

Our business is going places and we want you to as well. If you're interested in playing a key role in our team, please get in touch at [team@underthedoormat.com](mailto:team@underthedoormat.com)