



## **Telesales & Reservations Supervisor Wells & Co. Bedford – To £30k**

The Telesales & Reservations team provide support to the pub businesses through a combination of inbound and outbound activity, ensuring the maximisation of revenue opportunities in all areas including accommodation, group reservations, conferences and events, by seeking and driving sales leads and increasing conversions.

Although a small team, the key is working in synergy with key stakeholders including Operations Managers, Brand marketing, Telesales and General Managers across our managed pubs, Little Gems and Pizza, Pots and Pints.

We are looking for an exceptional sales driven leader who is passionate about providing first class customer service to ensure we exceed our guests' expectations. The nature of this role will require flexible working hours, including every other Saturday.

### Key responsibilities:

Leading a team of 3, dealing with all inbound telephone sales enquiries in a professional and efficient manner, managing customer expectations at all times

To provide product expertise and flexibility to the customer to ensure the delivery of a high level of conversion from incoming enquires to confirmed bookings

Take the lead on outbound telesales activity, pro-actively seeking sales opportunities and leads to follow up and where the opportunity arises upsell appropriate function, event or conference packages

Manage confirmed bookings and ensure they are correctly handed over to the relevant site

Manage the allocation of all accommodation, meeting & events space used for business purposes and maximise revenue through effective diary management and selling strategies

To undertake local area research for targeted campaigns for key dates in the calendar year

Maximising revenue opportunities via gifting options

To respond to all reviews across all social media channels, ensuring complainants are forwarded to the relevant person for appropriate action

Keep up-to-date with all new products and activities across the Little Gem, Apostrophe and Pizza Pots & Pints brands

**Candidates must as a minimum:**

Currently be in a Team Leader/Supervisor capacity in a "volume telesales or cold calling" environment

Have a proven track record in a B2B sales role with a natural flair for dealing with a wide range of corporate and private clientele in a professional manner

Be results driven and have the determination to set and achieve goals, where sound negotiation skills will be paramount to this

Have the ability to plan, prioritise and organise your work through effective diary management

Be full of initiative, willing to take appropriate action before being asked

Demonstrate that they can build and maintain effective internal and external relationships

Be a strong communicator where ideas are conveyed effectively to the right stakeholders

Live local to the Bedford area and be flexible with hours that will include early starts, later finishes and include occasional Saturdays

***In return you will receive:***

Salary "up to" £30,000 depending on experience

25 days holiday + B/H's

Pension

Life assurance

Private healthcare

Retail Discounts

25% off dining in CW sites

***To apply:***

***Send your CV to Louisa – Recruitment Manager***

***[Louisa.Thomas@wellsandco.com](mailto:Louisa.Thomas@wellsandco.com)***

***07802 - 499832***