



Company Details Confidential



#JOB-2446005



The Galway Rooms, 65 Dominick St Lwr,
Galway, Co. Galway, H91 YN30



No of positions : 1



Paid Position



39 hours per week



36605.00 Euro Annually



05/05/2026



02/06/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : stay@galwayrooms.ie



Open your camera app & point here to view this ad online



Reservations & Guest Services Officer (Operations Support)

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

The Galway Rooms is a modern, self-check-in accommodation provider offering a contactless guest experience in the heart of Galway's vibrant West End.

We are seeking a Reservations & Guest Services Officer to manage guest communications, reservations, and operational coordination, based from our city-centre offices, while also being available on-call to respond to urgent issues that may require in-person attendance at the property.

This is a hybrid operational role, combining administrative coordination, customer service, and hands-on property oversight to support the day-to-day running of a self-service accommodation business.

Key Responsibilities:

Manage all incoming reservations via online travel agents (OTAs), direct bookings, and internal systems

Monitor pricing, availability, and booking accuracy across platforms (e.g. Booking.com, Airbnb)

Process amendments, cancellations, and payment queries

Maintain accurate guest records in line with GDPR requirements

Prepare monthly reports for management on pricing, occupancy, guest reviews, and budget performance

Provide timely and professional responses to guest enquiries via email, phone, and messaging platforms

Issue check-in instructions and ensure guests have all required information for a smooth arrival

Handle complaints, feedback, and service recovery in a calm and solution-focused manner

Maintain a high standard of written communication consistent with brand tone

Liaise with housekeeping and maintenance teams to ensure room readiness, quality and issue resolution

Monitor daily arrivals/departures and flag operational concerns

Report and document incidents, maintenance issues, or guest concerns

Conduct periodic on-site checks to ensure operational standards are maintained

Participate in an on-call rota for urgent guest issues outside standard working hours

Attend the property in person when necessary (e.g. lockouts, system failures, safety concerns)

Coordinate emergency responses and escalate issues appropriately

Maintain emergency procedures, including fire safety records and incident logs

Carry out periodic building walkthroughs to ensure compliance and safety standards

Candidate Requirements:

Minimum 1–2 years' experience in hospitality, customer service, or administrative support

Experience with property management systems (PMS) and channel managers

Strong written and verbal communication skills in English

High level of IT literacy (email systems, booking platforms, spreadsheets)

Ability to work independently and manage workload effectively

Strong problem-solving skills and ability to remain calm under pressure

Availability to attend the property in Galway

Organisation and attention to detail

Customer-focused approach

Reliability and accountability

Adaptability in a fast-paced environment

Discretion and professionalism when handling guest data

- This vacancy is suitable for Remote/Blended working
- **Sector:** accommodation and food service activities

Career Level

- Experienced [Non-Managerial]