



FOREVER BEGIN (KERRY) LIMITED



#JOB-2468067

PK HOTEL KENMARE, Pk Hotel Ken,



Shelbourne Street, Kenmare, Co. Kerry, V93

X3XY



No of positions : 1



Paid Position



40 hours per week



Competitive



09/09/2026



07/10/2026

How to apply

Application Method :

Not available



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to view this ad
online



Receptionist

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

Position Summary

Park Hotel Kenmare is seeking a polished, service-driven, and detail-oriented Reservations Agent to join our luxury hospitality team. As the first point of contact for many of our guests, the Reservations Agent plays a vital role in delivering the exceptional standards of service synonymous with Park Hotel Kenmare, Relais & Châteaux, and Michelin Key distinction.

The successful candidate will provide a seamless and personalised reservations experience, ensuring every guest interaction reflects warmth, professionalism, discretion, and genuine Irish hospitality.

Key Responsibilities

Guest Reservations & Enquiries

Handle all room reservation enquiries via telephone, email, online channels, and third-party booking platforms.

Provide knowledgeable and personalised recommendations regarding accommodation, dining experiences, spa offerings, and local attractions.

Accurately input, update, and manage reservations within the hotel PMS and booking systems.

Ensure all guest profiles, preferences, special requests, and VIP details are recorded with precision.

Maximise room occupancy and revenue opportunities through effective upselling and promotion of hotel packages and experiences.

Guest Experience

Deliver exceptional guest service in line with five-star luxury hospitality standards.

Build strong rapport with guests to create memorable and personalised experiences prior to arrival.

Coordinate closely with Front Office, Concierge, Housekeeping, Spa, and Food & Beverage teams to ensure seamless guest journeys.

Respond professionally and efficiently to guest requests and reservation amendments.

Administration & Operations

Prepare daily arrival reports and reservation updates for operational departments.

Manage check ins and check outs in the absence of the Duty Manager or Guest Relations.

Maintain excellent knowledge of hotel facilities, room categories, seasonal offers, and local experiences.

Ensure compliance with all hotel policies, data protection standards, and reservation procedures.

Assist the Reservation & Events Manager with group bookings, special events, and bespoke guest itineraries where required.

Qualifications

Candidate Profile

The ideal candidate will possess:

Previous experience in reservations, front office, or guest relations within a luxury hotel environment.

Excellent written and verbal communication skills.

A warm, professional, and guest-focused approach.

Strong attention to detail and organisational skills.

The ability to multitask and work effectively in a fast-paced environment.

Confidence using hotel property management systems and reservation platforms.

A strong understanding of luxury hospitality and personalised service.

Flexibility to work shifts, weekends, and holidays as required.

- **Sector:** accommodation and food service activities

Career Level

- Experienced [Non-Managerial]

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 2
- **Minimum Qualification:** No Qualification

(Desirable)

- **Ability Skills:** Administration, Computer Literacy, Customer Service, Interpersonal Skills
- **Competency Skills:** Flexibility, Teamwork, Time Management, Working on own Initiative
- **Driving Licence:** None:
- **Languages:** English C2-Master (Fluent)
- **Proximity Locator Distance:** 20 Kilometres