



Sheen Falls Lodge



#JOB-2474981



SHEEN FALLS LODGE, Kenmare, Co. Kerry,
V93 HR27



No of positions : 1



Paid Position



40 hours per week



Competitive



13/10/2026



10/11/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

URL :

<https://careers.sheenfalls lodge.ie/jobs.aspx>



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



Reservations Agent

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

We are seeking an enthusiastic and guest-focused Reservations Agent to join our growing team at Sheen Falls Lodge.

You will help create an exceptional five-star guest experience from the first point of contact, managing accommodation enquiries and bookings, enhancing each guest's stay and delivering the warmth, professionalism and attention to detail expected of a luxury hotel.

Key Responsibilities:

Provide personalised guidance on accommodation, rates, packages and itineraries.

Handle telephone, email and online enquiries efficiently and professionally.

Convert enquiries into bookings and maximise revenue through upselling and cross-selling rooms, packages and hotel experiences.

Create, amend and maintain reservations in Hotsoft, recording guest preferences and special requests.

Manage rates and availability across distribution channels using D-Edge Channel Manager.

Develop knowledge of rooms, dining, packages and experiences.

Build guest relationships and recognise individual requirements.

Liaise with Front Office, Sales, Revenue, Food & Beverage and other departments to ensure a seamless journey from booking to arrival.

Maintain accuracy, confidentiality and attention to detail while representing the hotel's standards and values.

About You:

You will be passionate about hospitality and take pride in exceptional guest service. Essential requirements include:

At least one year's experience in a similar reservations role, preferably in a five-star luxury hotel.

Excellent proven spoken and written English and confident telephone and email communication.

Strong organisational and interpersonal skills, with exceptional attention to detail.

A warm, professional approach and the ability to build positive relationships with guests and colleagues.

Commercial awareness and confidence in identifying opportunities to increase bookings and revenue.

Proficiency in Microsoft Word, Excel and Outlook.

Experience with hotel reservation systems, booking platforms and CRM software.

The ability to work independently and collaboratively in a busy luxury hotel.

Knowledge of Hotsoft is highly desirable. Experience with D-Edge or a similar Channel Manager is an advantage.

Working Hours

This full-time role comprises five 8-hour shifts over seven days. Flexibility is essential, with shifts up to 8:00pm and rotational weekend and bank holiday work.

Employee Benefits

Competitive salary

Meals on duty, parking, training and uniforms

Employee discounts, including sister properties in Cork, Dublin and Wicklow

Recognition awards and appreciation days

Free golf at Ring of Kerry Golf Club

Employee gym

Cycle to Work Scheme

Work anniversary and birthday celebrations and rewards

Employee referral bonus

Sheen Falls Lodge and Ring of Kerry Golf is an equal opportunity employer committed to diversity and inclusion. Applicants must have the right to live and work without restriction in Ireland.

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

Career Level

- Experienced [Non-Managerial]