

Group Reservations Manager

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Company: Ella Hotels and Resorts

Location: Marousi

Category: other-general

Ella Resorts is a newly established hospitality management company, boasting a collection of eco-chic hospitality properties. In 2024, Ella Resorts will be operating a portfolio of 7 lifestyle & family resorts on the islands of Rhodes, Corfu & Crete, offering exceptional quality and service excellence. In order to support our rapid growth we are seeking to hire:

Group Reservations Manager

Position Summary

The Group Reservations Manager will be responsible to optimize the reservations sales strategies to ensure individual and team goals are achieved. In addition, they will be responsible in supporting the revenue management strategies. The position is required to cultivate and maintain effective relationships with all team members throughout Ella Resorts and to work closely with destination reservations, corporate office, and General Managers alike.

Scope

Key responsibilities include:

- Fully understand and embrace Ella Resorts vision and values, brand standards and its application in all tasks associated with the reservations department duties

- Support the Sales department, Hotel Management and Revenue Management to deliver the resorts strategy in terms of reservation trends and performance

- Analyze in detail the key performance indicators for the reservations centers including conversion, average call time, abandon rate, call quality and guest experience

Maintain high level of performance within the reservations guest experience, including training and support for the reservations team and liaison with operational teams

Ensure that a “Revenue culture” is spread in the resorts, through the animation of weekly yield meetings (collaborating with the Revenue Manager) and regular coaching and training sessions for the hotel teams

Pricing and distribution loading across all systems and tools

Evaluate reservations destination managers performance and report their progress to superior

Ensure all reservations are entered and updated in every destination based on corporate guidelines

Create the necessary tools to control all types of contract agreements (B2B, B2C) secured, allotment.

Maintain rate integrity in accordance with revenue management strategies (as defined by CDO and Revenue Manager).

Communicate strategies to reservation sales associates in a timely manner

Attend and participate in weekly revenue meetings

Coordinate the completion and distribution of the weekly reservations production report.

Responsible for the compilation and updating of the SOP's of the reservation department

Requirements

Minimum of three years of experience in similar position in the 5-star hotels or high-volume venues

Excellent conceptual and communication skills, good knowledge of sales and reservations.

Knowledge of resorts policies regarding reservations, discounts, pricing strategies, yielding tactics, and detailed procedures in handling room bookings. Good all-round

knowledge of hotel operations

Excellent knowledge of English language, written and spoken in a professional manner

A second language (French, German, Russian, or Italian) will be considered as a plus

Diploma / Degree in the relevant field from a recognized institute

Computer literacy

Customer oriented

Position Attributes

Flexibility to respond to a range of different work situations

Passion for delivering exceptional levels of guest service

Negotiation and excellent Communication skills

Pleasant personality, customer oriented

Benefits

Competitive remuneration package

Continuous professional development

Training opportunities

Company team events

Collaborative working environment

Ella Resorts are dedicated in providing exceptional guest experiences across its brand and our amazing Team members are at the heart of it.

Join us today to build our future together!

All applications will be acknowledged and treated as strictly confidential.

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Cross References and Citations:

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