

Reservations Agent

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Company: Fodele Beach Resort & The Syntopia Hotel

Location: Fodele

Category: office-and-administrative-support

5* Hotel **Fodele Beach & Water Park Holiday Resort** Fodele, Heraklion, Crete wishes to hire **for permanent employment:**

Reservations Agent

Are you a detail-oriented individual with a knack for organizing and coordinating? Do you thrive in a fast-paced environment and enjoy providing exceptional customer service? If so, we have an exciting opportunity for you to join our 5* hotel as a Reservations Agent.

About Us: Fodele Beach & Water Park Holiday Resort lies in a unique location, on the exquisite sandy beach of Fodele. Our mission is to create an atmosphere that will make guests feel truly at home. Our people are the driving force for the provision of high-quality services. Our staff enjoys excellent working conditions and opportunities for personal development and professional advancement. The selection, evaluation, and training procedures for personnel, along with the system of compensation, rely on showcasing individual abilities and accomplishments.

Requirements

- Handle guest reservations promptly and efficiently, ensuring accuracy and attention to detail.
- Assist guests in selecting the perfect accommodation, providing information about room types, rates, and hotel services.
- Respond to guest inquiries via phone and/or email, providing exceptional customer service and personalized recommendations.
- Process reservation modifications, cancellations, and room upgrades in accordance with

hotel policies.

- Collaborate with various departments to ensure seamless guest experiences, including coordinating with the front office and sales teams.
- Maintain an organized and up-to-date reservation system, ensuring all guest information is accurate and confidential.
- Proactively communicate with guests to confirm reservations, gather additional details, and address any special requests or preferences.
- Establish and manage B2B network to ensure increased bookings & reservations.
- Provide support during peak periods, including managing waitlists and maximizing room availability.

Benefits

- At least 1 years of previous working experience as Reservations Agent, ideally in a 5* hotel
- Additional previous working experience in Front Office would be considered as an asset
- Exceptional communication skills, both written and verbal, with a strong command of the English language
- Excellent organizational and multitasking abilities, with a keen eye for detail
- Proficiency in using reservation management systems and other relevant software
- A passion for delivering outstanding customer service and exceeding guest expectations
- Flexibility to work various shifts, including evenings, weekends and holidays

Why Join Our Team:

Working with us means that you gain experience in a 5* hotel known for exceptional service and fell-like-home atmosphere. You will be awarded with a competitive salary package, continuous training and development opportunities and a supportive and inclusive work environment. Don't miss the chance to become part of a passionate team creating unforgettable memories for our guests.

If you are a detail-oriented individual with a passion for hospitality and exceptional customer service, we would love to hear from you.

Apply now to join our team and embark on an exciting journey with Fodele Beach & Water Park Holiday Resort.

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Cross References and Citations:

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3. Reservations Agent Seekingjobs Jobs Fodele Seekingjobs ↗
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