

Reservations Agent

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Company: Ella Hotels and Resorts

Location: Greece

Category: office-and-administrative-support

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:

Reservations Agent

Position Summary

The Reservations Agent responds to reservation requests from guests, travel agents, and referral networks made through various communication platforms. He/She ensures that reservation hotlines are attended to meet daily business needs, and is responsible for creating, updating and maintaining reservation records promptly in accordance with guests booking confirmations. The Reservations Agent also tracks future room availability and helps develop forecasts for room revenue and occupancy.

Responsibilities

Processes and confirms guest room reservations made by clients

Inputs all reservations, recording all pertinent information and attend to inquiries, complaints and requests regarding reservations

Remains up to date with all the promotions in and around the hotel and follows established procedures to process all room reservations, rates, confirmations, hotel facilities, etc.

Shows complete product knowledge, understands rate structure, and applies rate management

Analyzes all guest and travel agent requirements through telephone and emails and recommend suitable options for all customers and assist to confirm all reservations

Ensures all incoming calls with courtesy and ensures efficient resolution of all guest inquiries for various hotel services and operations

Books and blocks all rooms according to required standards and monitors all special reservations

Manages all mails from guests, ensures response and completion of requests, evaluates all reservation logbook and provides update on daily basis

Cooperates with sales department and manages all communication for group and individual bookings

Requirements

Three or more years working experience in a similar role in the 5-star hotels or high-volume venues

Degree / Diploma in tourism or in a relevant field

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

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

Accommodation & daily meal

Competitive remuneration package & benefits

Continuous training

Career Progression

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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