

Reservations Agent / Υπάλληλος Κρατήσεων

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Company: Avaton Luxury Beach Resort - Relais & Chateaux

Location: Halkidiki

Category: office-and-administrative-support

Avaton Luxury Beach Resort - Relais & Chateaux (www.avaton.com) is seeking a detail-oriented and customer-focused Reservations Agent to join our team.

As a Reservations Agent at Avaton Luxury Beach Resort, you will play a vital role in ensuring a seamless and enjoyable experience for our guests from the moment they make their reservation. You will handle all aspects of reservations, including processing inquiries, making and confirming bookings, and providing information about the resort's various services and amenities. Your exceptional communication skills and attention to detail will help you deliver outstanding service and contribute to guest satisfaction.

Responsibilities

Handle incoming reservation inquiries via phone, email, and online platforms

Provide accurate and detailed information about room availability, rates, and resort facilities

Assist guests in making and modifying reservations, ensuring accuracy and efficiency

Confirm reservations and send out confirmation letters & offers or emails

Maintain updated knowledge of room types, rates, packages, and promotions

Collaborate with other departments to ensure the guest's specific requests and preferences are met

Responsible for recording and managing customer data accurately

Handle guest complaints and resolve issues to ensure guest satisfaction

Upsell resort facilities

Follow Relais & Chateaux guidelines and standards

Requirements

Previous experience as a reservations agent or similar role, preferably in a luxury hotel or resort

Strong communication and customer service skills

Excellent attention to detail and accuracy

Proficient in hotel property management systems and reservation software (e.g. Webhotelier, Extranets, Protel)

Ability to manage multiple tasks efficiently and prioritize workload

Knowledge of hotel rates, packages, and promotions

Fluency in English, both written and spoken. Knowledge of additional languages is a plus

Flexible schedule, including the ability to work evenings, weekends, and holidays

This position is located in Halkidiki and must be at the resort during summer. During two months of spring the position is located in Thessaloniki at our HQ

Benefits

Complimentary employee stay (new build apartment)

Complimentary meals whilst on duty

Complimentary employee transportation

Internal and external development opportunities

Competitive salary

Excellent working conditions and environment

Opportunities to grow and develop as a hospitality professional

Trainign seminars conducted by hospitality experts

Option to work in other Relais & Chateaux properties around the world

PMS - Complimentary Protel software training and hospitality lessons worth 375 euros

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