

## Reservations Junior Manager - Santorini

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### Infinity Suites & Dana Villas

is looking to recruit a **Reservations Junior Manager**  
in **Athens**

The Reservations Junior Manager is responsible for selling the hotel facilities and services by providing information to prospective guests, to capture sales from the incoming channels. He/she coordinates booking details so to ensure guest's satisfaction.

### Responsibilities

Respond to all incoming requests (e-mail, phone etc.) in a professional way.

Closely following up on all reservations-related inquiries within a 24-hour response time.

Assisting customers with any reservation issues effectively and professionally.

Create and maintain reservation records within the Hotel's PMS.

Reviews no-show and cancelled reservations and processes charges according to the hotel's policy.

Book room reservations while focusing on maximizing room revenue and average rate using standard rate quoting scenario at all times. Up sell rooms when possible.

Help develop room revenue and occupancy forecasts.

Open and close rooms availability as and when required in all the GDS channels, IDS channels and on the hotel website.

Ensure communications among other departments, notably Front Office, Credit, Sales.

Promote all amenities, conveniences, services, Restaurant and Spa.

Απαραίτητα Προσόντα:

### **Qualifications**

Minimum 2 years' experience in Reservations Department in a 5 star Hotel

Degree in Hospitality / Tourism / Economics will be considered as an asset

Excellent command of both Greek and English language (oral and written). Additional languages will be considered as an asset.

Experienced in computer (proficiency knowledgeable of Microsoft Office)

Knowledge of Hotel Computer Systems and previous experience with PMS systems

Knowledge of OTA's extranets & channel management systems

Ability to Multitask & work under pressure

Communication & Presentation skills

Customer Service Skills

Team Player

Παροχές:

### **Infinity Suites & Dana Villas offers:**

Competitive Remuneration Package

Continuous self-development and education/training

Dynamic, Friendly and Supportive working environment

Great Opportunities for career development within the company

We wish to inform you that after we have received and evaluated all CVs our HR department

will be in contact with the candidates who's CVs fulfill all the required standards in order to arrange a time and date for an interview to take place. All received CVs remain strictly confidential.

At **Infinity Suites & Dana Villas** we are proud to be committed to Equal Employment Opportunity regardless of race, color, national origin, ethnicity, gender, age, disability, sexual orientation, gender identity or religion.

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