

## Revenue & Reservations Assistant Manager

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Company: Mandarin Oriental Hotel

Location: Pilos

Category: other-general

## Revenue & Reservations Assistant Manager

Apply now **Position** Revenue & Reservations Assistant Manager (Full time #538120)

**Property / Office:** Mandarin Oriental, Costa Navarino

**Location** Costa Navarino, Greece

**Mandarin Oriental, Costa Navarino** is located on the southwest coast of the Peloponnese, one of the most unspoiled and breath-taking landscapes in the Mediterranean, and 45 minutes' drive from Kalamata International Airport.

The beachfront resort is part of the sustainable resort destination of Costa Navarino, a well-established tourism destination which includes 3 other resorts. It comprises 99 guest rooms, including 48 pool villas, all with outdoor terraces and sea views, along with five restaurants and bars.

**Mandarin Oriental, Costa Navarino** is an exclusive resort hideaway in Greece, providing the best of barefoot luxury art of living.

**Mandarin Oriental, Costa Navarino** differentiates itself from other resorts through a flawless execution paired with offering of creative bespoke experiences tailor-made for each guest.

Exceptional staff will truly delight and satisfy each and every guest with our exemplary Legendary Quality Services emphasizing a sense of place mixed with our Oriental heritage.

### Strategic Intent

It is the mission and intent of this position that the incumbent will take full responsibility for all aspects of the Reservation Department, be responsible for the smooth

running of Reservations as well as to assist the Director of Revenue to maximise occupancy and yield as per the budget.

### **Scope of Position**

The Revenue and Reservations Assistant Manager primarily manage the reservation functions for the hotel ensuring all reservations are processed in a pleasant, professional, and efficient manner. Manages and coordinates activities of reservation team members providing reservations and customer services skills. Achieving customer satisfaction and room revenue goals while taking guests through the booking process. Assist the Director of Revenue with budgeting, forecasting, pricing, and hiring, retaining, and developing reservations team members. Handling Revenue Operations in the absence of the Director of Revenue.

### **Duties and Responsibilities**

Ensure smooth running of Reservation operations and maintain standards within budget:  
Provide leadership, motivation, training, and support to the Reservations Department.

Ensuring daily tasks and checklists for all reservation colleagues are completed.

Conduct monthly department meetings and weekly briefings.

Ensure all Reservation Agents are well trained and informed of all rates, promotions, and corporate programs.

In charge of Legendary Quality Assurance, Legendary Quality Experience and Mandarin Oriental Quality Assurance training.

Maintain a close and effective working relationship with all supporting departments.

Scheduling of the reservation colleagues in accordance with business demands.

Set a leadership example for the department in professionalism and striving to exceed guest expectations daily, as well as consistently offer exceptional, friendly, and engaging service.

Problem-solving and coaching colleagues in situations to ensure that guest expectations are exceeded. Recommend property facilities and assist guests with information and special requests.

Ensure all reservation details are correctly entered into the property management systems

and that guest information is accurately maintained.

Handle rooms allocation in accordance with guest's preferences and special requests.

Manage group reservations, constant communication with Event Planners, and balancing inventory.

Ensure all communications are accurately sent out within 24 hours making personal references to their choices.

Handle guest's comments and complaints and take swift corrective action after consultation with the department head concerned.

Relate guests' comments, positive or negative, to the Director of Revenue and take proper action.

Ensure smooth running of Revenue operations and maintain standards within budget:  
Conduct regular audits of Global Reservations Centre, GDS, Third Party Sites, Property Manager, and other systems to ensure accuracy in rates, packages, promotions, and availability.

Creation and distribution of the weekly and monthly reports in the absence of the Director of Revenue.

Responsible for taking large sets of numerical data and extracting from them valuable information about the company's revenue that management can use to make business decisions.

Reports creations from, but not limited to, Data Vision, Travel Click, OTA Insights and Fourteen IP.

Participate in weekly revenue management meetings and reports preparation.

Attend meetings as required.

Under the guidance of Director of Revenue Strategy (DORS) responsible for maximizing hotel revenue and market share through inventory and pricing controls.

Support pricing, yielding for Group business as well as Leisure.

Follow up on No-Show, reservations cancellations and new high rated reservations to ensure no business loss.

Assist the Director of Revenue and taking ownership in absence of the Director of Revenue.

Ensure all other administrative duties are completed to Mandarin Oriental Hotel Group Standard Operating Procedures for the Reservations Department.

Ensure an excellent working relationship with all colleagues within the resort.

Support the company's philosophy and company culture using Legendary Quality Experiences daily to ensure Guest Satisfaction and the achievement of our Mission Statement.

Support the company's philosophy and company culture using Guiding Principles and D.E.L.I.G.H.T as part of ensuring Guest Satisfaction and the achievement of our Mission Statement.

Flexibility to work on weekends and holidays.

Flexibility to work from Costa Navarino when necessary.

To perform any other reasonable duties as required by the Director of Revenue, Hotel Manager and General Manager.

**Qualifications / Experience:**

Minimum of two years' experience in reservation in luxury resorts or hotels with responsibilities.

A minimum of one-year experience in revenue management and similar responsibility will be an advantage.

Analytical and strategic mindset is required.

Ability to work well in a team environment.

Strong English communication skills - written & verbal. Additional languages are a plus.

Ability to work with multiple systems and applications like spreadsheets, databases, work

processing, property management software's, Booking engine, OTA Extranets, Yield management systems and computers.

Able to work in rolling shifts.

Good knowledge on computer systems i.e., MS Office applications

**Behavioral skills / attributes:**

Demonstrated ability to effectively organize and manage multiple projects and priorities.

Effective time management, communication, and professional presentation skills

Enjoys working in a fast paced and dynamic environment.

Highly responsible and reliable with exceptional organization skills

Supervisory skills including team builder, leadership skills and willingness to take responsibilities.

Excellent customer service, communication, and organizational skills including multi-tasking.

A positive, service-oriented, and enthusiastic attitude is required for this role.

Highly self-motivated

Flexibility, adaptability

Strong computer knowledge.

Well-presented and professionally groomed.

Must be available to work flexible hours including evening, weekends, and holidays.

**Advertised** 22 Mar 2024 GTB Standard Time

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