

Rooms Reservation Agent

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Who do you want to become?

Are you our Future Leader? Are you ready to realize your potential? Are you searching for a real purpose and not “just another job”?

At the **Sani/Ikos Group** we take hospitality very seriously. As we expand with new Resort openings on an almost annual basis, our core purpose remains the same; encouraging guests to experience the Magic of togetherness as the World’s Leading Family & Beach Resort™.

Whether you’re looking for a strong career path in the hospitality industry, to learn new skills that will set you apart from the competition or to develop meaningful relationships and grow personally and professionally, our safe, strong, and sustainable environment might just be the perfect place for you.

Rooms Reservation Agent

(Ref: TH/RRA023) Job Information

Office Location: Thessaloniki, Greece

Department: Reservations

Contract: Full time / Permanent

Your main responsibilities

Efficiently process reservations through multiple channels, including phone and email, while maintaining detailed records in the Opera Property Management System

Be well-versed in room types, package plans, and rates to align activities with the broader commercial strategy set by revenue management

Manage daily communication, file maintenance, and create quotations & confirmations using the Customer Relations Manager (CRM) system

Liaise with the front desk to communicate reservation details, and handle cancellations or modifications in real-time to ensure seamless operations

Conduct daily rate checks and monitor future room availability based on current and upcoming reservations

Provide high-quality customer service including restaurant recommendations and general guidance, while adhering to departmental telephone etiquette and operational guidelines

Notify the department manager of any operational challenges and contribute to room revenue and occupancy forecasting efforts

Your main qualifications/skills

Relevant experience in a reservations department or as a front office agent ideally in the Tourism sector/Hospitality or Luxury industry

Fluency in English

Fluency in a second language: Russian or German or French or Spanish

Degree/Diploma in Tourism or Hospitality Sector would be plus

Knowledge of Hospitality Software (Opera, Fidelio, Protel, Ermis, etc.) would be a plus

What to expect from us

Becoming a member of an organization that cares about its people, the environment and the local communities

Have room to grow and develop via numerous opportunities for learning, professional development and career advancement

Certainly not “just another job”, but a place where people connect for life, and the work that they do means so much to both guests and colleagues alike

Job safety and security in a continuously expanding and dynamic organization

Competitive remuneration package

If this looks like the right job for you, send your CV and join our growing team!

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