

Cluster Reservations Supervisor Jobs in Dubai | Hilton

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Company: Hilton

Location: dubai

Category: other-general

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Responsibilities:

Assist in the day-to-day operations of the Reservations Department

Manage telephone, fax and email enquiries in a prompt and professional manner and in accordance with company standards ensuring accuracy and attention to detail at all times

Understand seasonal and historical trends and work within them to ensure maximum occupancy and average room rates

Identify new contacts, develop sales leads, and respond to sales opportunities in order to maximise revenue

Produce quotations and written confirmation to all clients

Monitor customer satisfaction regularly and resolve any outstanding issues to ensure future business

Ensure Team Members are developed effectively, maintain a thorough understanding of hotel facilities and processes, and generate a culture of high quality standards for relationship building, customer service, selling techniques, and billing and processing contracts

Ensure bookings are guaranteed and no show charges/late cancellation charges are applied where appropriate; and Reservations policies and procedures are followed to ensure Guest satisfaction

Monitor the appearance, standards and performance of the Reservations Team with an emphasis on training and teamwork

Assist in the recruiting, managing, training and developing of the Reservation team

Requirements:

Good organisational and administration skills

Positive attitude and good communication skills

Commitment to delivering a high level of customer service

Confident telephone manner

High level of IT skills

Excellent grooming standards

Knowledge of the hotel property management systems

Previous experience in the Reservations/Sales function within the hotel/leisure sector

Relevant degree or other qualification in a business discipline

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