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Reservation Executive Jobs In Dubai | MTS Globe

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Location: dubai

Category: other-general

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About the job

Ensure all clients/agents request and reservations are answered and reconfirmed in a timely manner.

Maintain all reservations for all services accurately in our reservation system.

Following payments of each booking before arrival a must.

Reconfirm bookings with all suppliers internally and externally.

Ensure a successful and smooth operation through reconfirming all bookings prior to arrival

Advising the availability and rates whenever required.

Attending all calls and answer the agents requires.

Providing good & reasonable alternatives hotels in the event of no availability of Original request.

Communicating with the suppliers to solve the partner's problems.

Manage bookings through online reservations system of selective partners

Secure all bookings for requested services or provide suitable alternatives if we can't confirm initial request

Communicate any arrival irregularity to the partners and assist with in-house amendments

Advise availability and prepare offers including quotations and product descriptions if requested

Attending to all calls of clients and suppliers

Communicating with other departments internally for excursions, visas, ground handling, sales, and accounts enquiries

Yielding, through waiving cancellation charges and cancelling and re-booking reservations, plus manual booking of exclusive offers for other partners

Reassure promotional rates are booked at the hotels and accounts is informed accordingly, for exclusive offers (e.g. last-minute clients)

Forward confirmations and invoices to all partners (who are on auto-invoicing)

Maintain a respectful, ethical, and positive communication and attitude all times.

Base all decisions on the benefit of the company and end results required.

Attend all trainings needed with an ongoing learning approach to all systems adopted by the company.

Transfer of knowledge and relevant information with other colleagues as relevant.

Requirements:

Must have a good command in Russian and English Language.

2- 3 experience in the Destination Management / Tourism industry or similar

Strong knowledge in the Reservation systems and experience in handling CIS market.

Ability to handle different clients' proposals/projects.

Liaise with Contracting Department in ensuring reservations are within the agreed contracts with the hoteliers.

Liaise with the Operations Department for other bookings like excursions, transfers, etc.

Process bookings, cancellations, amendments, or any other requests or adjustments.

Organize, accurate and Excellent Communication Skills

Ability to work under pressure and adaptable to a multi-cultural environment.

Can join immediately.

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