

United Arab Emirates Jobs Expertini®

Reservation Officer

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Company: Avani Hotels & Resorts

Location: dubai

Category: other-general

Job Description

As Reservations Officer you will directly support the Reservations Manager in driving the performance of the reservations team on property. You will ensure that all SOP's are being adhered to. You will further assist in maintaining and improving reservations operations to ensure a high degree of accuracy in guest reservations, maximising revenue opportunities and satisfaction of guests and team members. You will ensure monitoring of daily arrivals for all guest requests to be carried out and communicated to. You will be working on inventory management, including allotments, groups blocks and rate codes in all applicable systems. Further you will assist the Reservations Manager for driving up- selling within the property and to ensure optimal use of all distribution channels, e.g. IBE, GDS, Tour Operators, Small Luxury Hotels, Regional and Corporate Sales Offices.

Qualifications

Familiar with the hotel operations available technology (PMS & RMS) and all distribution channels.

Understand the dynamics of regional & local market, local competitors and events of the destination.

#J-18808-Ljbffr

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