

## Reservations Agent (Arabic Speaker)

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Company: Rosewood Abu Dhabi

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

### Job Description

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#### OVERVIEW/BASIC FUNCTION:

Provide prompt, courteous and efficient handling of all requests for guest room reservations, changes, cancellations and information.

#### RESPONSIBILITIES:

- Maintain complete knowledge of and comply with all departmental policies, service procedures and standards.
- Ensure that standards are maintained at a superior level on a daily basis.
- Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
- Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
- Maintain positive guest relations at all times.
- Resolve guest complaints, ensuring guest satisfaction.
- Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
- Maintain complete knowledge of:
  - a.All hotel facilities/services, hours of operation.

- b.All guest room layouts, bed types, decor, appointments and locations.
- c.Room availability for any given day.
- d.Restricted dates, rates and room types.
- e.All room rates, packages and promotions.
- f.Specific arrangements between hotel and travel agencies, corporate reservations center.
- g.Entertainment/special events scheduled in the hotel.

- Access all functions of the computer system.
- Set up work station with necessary supplies and resource materials.
- Input all manual reservations into the system.
- Obtain approval from Front Desk management for same day reservations on near sell-out dates.
- Process confirmation letters.
- Designate and apply appropriate travel agency commissions.
- Initiate deposit refunds for non-group reservations.
- Refer requests for initial booking of group rooms, banquet or convention requests to the Sales Department.

#### QUALIFICATIONS:

- Experience: Preferably ARABIC speaker with minimum one year's experience as a reservation's agent or a call center agent, preferably for a luxury or ultra-luxury hotel.
- Education:High school diploma.

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