

## Reservations Agent

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

### Company Description

Fairmont The Palm is a luxury, world-class resort located on the iconic Palm Jumeirah Island in Dubai. The hotel features 391 guest rooms and suites with dedicated Fairmont Gold rooms and lounge. A total of 11 food and beverage outlets on property offer international dining options including Michelin Guide recommended 2022 and 2023 Little Miss India, Frevo - Brazilian Churrasco experience, Seagrill Bistro, Ba Restaurant and Lounge, Blowfish, Flow Kitchen, The Cigar Room, Vuvuzela and others. Fairmont The Palm also features an expansive pool and beach area with a health club, Serenity Spa Dubai - The Art Of Well Being and the Fairmont Falcons Kids' Club.

### Job Description

Consistently offer professional, friendly and engaging service

Book and enter room reservation requests using the Property Management System

Enter rooming lists while ensuring accuracy, as required

Update reservations ensuring a flawless check in and check out process

Ensure revenue is maximized by up-selling guest rooms and recommending hotel facilities

Liaise with Sales and other departments as required

Answer telephone and email inquiries in a timely manner

Assist guests regarding hotel facilities in an informative and helpful way

Follow department policies, procedures and service standards

Follow all safety policies

Other duties as assigned

#### Qualifications

Minimum 1 year of experience as a Reservations Agent

Previous Property Manager System experience preferred

Computer literate in Microsoft Window applications required

Strong interpersonal and problem solving abilities

Highly responsible & reliable

Ability to work well under pressure in a fast paced environment

Ability to work cohesively as part of a team

Ability to focus attention on guest needs, remaining calm and courteous at all times

#### Additional Information

##### **Visa Requirements:**

Please note that you must be eligible to live and work in Dubai.

##### **Why work for Accor?**

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

Do what you love, care for the world, dare to challenge the status quo! #BELIMITLESS

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