

Reservations & Service Center Supervisor

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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:

Responsible for all tasks pertaining to the Service Center and Room Reservations.

Reservations and Service Center Supervisor monitors the team to ensure that prompt, courteous and efficient services are provided, in accordance with Rosewood Abu Dhabi hotel standard operating procedures.

RESPONSIBILITIES:

- Maintain complete knowledge of and comply with all departmental policies, service procedures and standards.
- Ensure that standards are maintained at a superior level daily.
- Anticipate guests' needs, respond promptly, and acknowledge all guests, however busy and whatever time of day.
- Resolve guest complaints, ensuring guest satisfaction.
- 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.

- Handle accommodation inquiries following Rosewood Brand's Standards and LQA guidelines
- Control and manage room inventory following guidelines, advised by Revenue Team
- Correctly input information including guest profile, rate code, market code and etc. into Opera PMS to reflect the most accurate data for statistics and analysis purposes
- Generate reservation confirmations and ensure they are successfully sent to the bookers
- Issue payment links for clients according to payment and guarantee policy of each reservation
- Communicate to concerned departments on the reservation details and special preferences, especially ones that require advance preparations
- Understand and apply Revenue Management concepts to every Reservations task to ensure that the hotel's revenue is optimized and highest profitability is achieved
- Proceed credit card payment for Direct Reservations with prepaid, non-refundable conditions and post the successful transactions into Opera PMS
- Recheck all bookings reserved in the system and compare with correspondence to ensure that all details are updated correctly
- Attend Arrival Review meeting with Operation Departments to communicate necessary information and ensure that all concerned team members understand details of each individual reservations, especially ones entitled to SAG levels
- Recheck commission on weekly basis and coordinate with Finance Team to ensure that commission amount for each commissionable reservation are reported correctly
- Supervise, coach and provide appropriate guidance/trainings for team members
- Answer all incoming calls, including internal and external, in accordance to Rosewood Brand's Standards, and LQA telephone etiquette
- Assist in reporting telephone equipment or service complaints and problems
- Handle additional duties assigned by the Director of Revenue or Reservations Service Center Assistant Manager
- All other duties as required.

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