

United Arab Emirates Jobs Expertini®

Reservations Supervisor

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Company: Mandarin Oriental Hotel Group

Location: abu dhabi

Category: other-general

Manage rooms inventory to achieve optimum results in occupancy, average rate and revenue, reviewing daily reservations accuracy, rates compliance from segment and source, system close-out when necessary and rate availability. Train, develop, and motivate staff to increase productivity. Participate in staff recruitment, organize on-the-job and monthly training for all staff, supervise and manage performance in order to ensure clients' satisfaction and adherence to Emirates Palace service standards. Maintain good working relations with other departments and keep close contact with regular guests, ensuring their needs are identified, and relayed to concerned departments for service delivery. Review MyFidelio, OCM & PMS availability keeping sufficient inventory for high yield segments. Ensure all sellable contracted rates are loaded in all systems for ease of use by Reservations. Ensure all internal package breakdowns are loaded and in line with financial department. Supervise the Reservations Agents in their daily duties, including pick-ups, travel agents' commissions, staff responses to clients, etc. Control no show and late cancellation charges. Update Serenata configuration / offers / confirmation letters set-up in corporate design, if applicable. Ensure that the team is aware of the internal credit policy. Follow up on lost business and bring information about them to the knowledge of the department superiors. Keep close follow up on developments of the competitor hotels (occupancy, renovation, special campaigns, theme events etc.). Spot-check reservations made the previous day and check all VIP arrivals. Prepare reports on a monthly basis. Maintain all reservation standards. Keep department informed of all changes in systems or procedures. Monitor reservation pick-up for the coming months. Maximize employee productivity and morale within the department and consistently maintain

discipline within hotel guidelines and local regulations. Test calls LQA / IFH results > 85%. Maintain an internal up sell programme for the Reservations department (benefits / team competition). Schedule employees in line with varying business levels in order to maximize productivity and minimize payroll costs. Select and recruit suitable employees for the department using prescribed set of policies and procedures. Conduct annual performance evaluations. Perform any other duties as assigned to him/her by management. Functional Competencies: Must be accurate, attentive to details, friendly with guests, colleagues and superiors, a good team member, patient, should be able to work under stress. Previous experience in the reservations department is a must. Must be able to lead a team, to maintain the team spirit. Has to treat staff according to their professional performance, avoiding personal judgement. Must have good listening skills and clear speech. Has to be well groomed, maintain the working place tidy Must be an example for subordinates. Ability to solve interpersonal conflicts in a smooth and effective way. Ability to prioritize tasks correctly, to assign tasks to subordinates and to make efficient follow up. Good time management skills Must comply with company competencies and MOHG culture. Other Skills: Knowledge of PMS, including configuration Administration and secretarial skills Supervisory experience and skills Training techniques Computer literate Meticulous Neat and tidy Team player Leadership skills Able to work under pressure. Willing to take responsibilities. Positive attitude

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