

# United Arab Emirates Jobs Expertini®

## Reservations Supervisor

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Company: Four Seasons Hotels And Resorts

Location: dubai

Category: other-general

Overseeing the daily operation of the Reservations department Leading, coaching, motivating and developing our large on site reservations team Focusing on quality assurance, call and email conversion, voice sales effectiveness, sell out and upsell efficiency Maintaining Global standards on reservation related areas (Market code, profile, data field) and work closely with the Worldwide Reservations Office and Corporate teams Being involved in revenue management decisions such as inventory management, distribution channel management, overbooking and weekly 21 day forecasting Actively drive sales for the Hotel by maintaining business relationships with travel agents, corporate and leisure business Working closely with other departments on a day to day basis including Sales and Front Desk Preferred Qualifications And Skills A minimum of 1 year experience in a leadership role within reservations or front office in a large international hotel Sound understanding of Rooms Division Strong written and verbal communication skills Opera experience essential The ability to inspire the team with a hands on approach and leading by example The ability to work weekends and evenings as the department operates 7 days a week

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