

Reservations Supervisor

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Company: Rotana Hotel Management Corporation PJSC

Location: dubai

Category: other-general

The job posting is outdated and position may be filled• Check the no show record as well as pending reservation• Check the VIP arrival, special requests and check traces to action• Check the system on reservations for next two weeks and inform the sales team to fulfill sales leads accordingly• Show complete product knowledge, understand rate structure and apply rate management• Check on pending visa or expiring visa's which need to exit the country• Ensure to send confirmation for new reservation and follow up those without correspondence• Ensure all incoming calls are answered as per the Rotana standards, information received by fax is inputted and check constantly the incoming e-mails• Organize transportation with the hotel driver and follow up on the information provided

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