

Reservations Supervisor Jobs In Dubai | Hilton

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Location: dubai

Category: other-general

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As Reservations Supervisor, you oversee the Reservations Team and how it performs routine procedures in order to maximise revenue and Guest satisfaction. The Reservations Supervisor will work with the Reservations Team to develop future and repeat business opportunities. Specifically, you will be responsible for performing the following tasks to the highest standards:

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Responsibilities

Assist in the day-to-day operations of the Reservations Department

Manage telephone, fax and email enquiries in a prompt and professional manner and in accordance with company standards ensuring accuracy and attention to detail at all times

Understand seasonal and historical trends and work within them to ensure maximum occupancy and average room rates

Identify new contacts, develop sales leads, and respond to sales opportunities in order to maximise revenue

Produce quotations and written confirmation to all clients

Monitor customer satisfaction regularly and resolve any outstanding issues to ensure future business

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Requirement

Ensure bookings are guaranteed and no show charges/late cancellation charges are applied where appropriate, and Reservations policies and procedures are followed to ensure Guest satisfaction

Monitor the appearance, standards and performance of the Reservations Team with an emphasis on training and teamwork

Assist in the recruiting, managing, training and developing of the Reservation team

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