

## Reservations Supervisor | Mandarin Oriental Hotel Group Abu Dhabi

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Company: Mandarin Oriental Hotel Group

Location: abu dhabi

Category: other-general

### Reservations Supervisor | Mandarin Oriental Hotel Group Abu Dhabi

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world's most luxurious hotels, resorts and residences. Having grown from its Asian roots into a global brand, the Group now operates 36 hotels and 7 residences in 23 countries and territories, with each property reflecting the Group's oriental heritage and unique sense of place. Mandarin Oriental has a strong pipeline of hotels and residences under development, and is a member of the Jardine Matheson Group.

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#### 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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