

United Arab Emirates Jobs Expertini®

Reservations Supervisor

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Company: Hotel Chadstone Melbourne MGallery

Location: ras al khaymah

Category: other-general

To supervise all incoming and outgoing room reservation requests and make sure they are attended to as per the hotel standards and procedures. To attract guests and to enhance their loyalty, providing a distinctive service through communication and sales skills, in order to improve the hotel's image and increase revenue To recognize potential clients and to transmit information to the Sales Department. To recognize a VIP guest and to apply the concerned policies. To maintain a good commercial relationship with all the bookers: guest/company/agencies. To promote the Accor loyalty programs and the Hotel promotions. To respect the privacy of the guest and the confidentiality of the information. To manage any guest complaint in a professional manner, by owning it, resolving it to the guest satisfaction and recording it. To Supervise and report all the guest comments or complaints. To call the manager for advice in serious cases or if an approval is required. To ensure that the telephone etiquettes are properly used as per Sofitel Standards. To ensure a perfect knowledge of room type and rate structure among the Reservation team. To ensure the accuracy of all booking information entered in the PMS. To supervise that the Guest History is accurately maintained. To ensure a perfect knowledge of the hotel configuration and products among the team members. To achieve Quality Tools Yield Management performance with reservations team. To know the competitors and to gather information about their activities and sales.

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