

Reservations Supervisor | Rotana Hotels Jobs in Abu Dhabi 2023

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Company: Rotana Resort & Villas

Location: Abu Dhabi

Category: other-general

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Description:

We are currently seeking for passionate and dynamic guest focused Revenue professionals who pride themselves on their ability to deliver extraordinary levels of customer service and provide creative solutions to our guests.

Responsibilities:

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

Requirements:

You should have a degree within the hospitality field and previous experience in hotel reservations.

You are computer literate with excellent communication skills, written and oral proficiency in English, while additional language skills are an asset.

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