

Sales & Service Associates Jobs in Dubai | Marriott Hotels Careers

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Company: Marriott Hotels

Location: Dubai

Category: sales-and-related

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Description:

Process all reservation requests, changes, and cancellations received by phone, fax, or mail. Identify guest reservation needs and determine appropriate room type. Verify availability of room type and rate. Explain guarantee, special rate, and cancellation policies to callers. Accommodate and document special requests. Answer questions about property facilities/services and room accommodations. Follow sales techniques to maximize revenue. Input and access data in reservation system. Indicate special room reservation types (e.g., complimentary rooms, employee discounts, travel agent inspection rates, and wholesale reservations) by inputting the correct code and rate into the reservation system. Follow proper escalation procedures when addressing guest concerns.

Job Responsibilities:

Protect the privacy and security of guests and coworkers.
Maintain confidentiality of proprietary materials and information.
Follow company and department policies and procedures.

Job Requirements:

High school diploma/G.E.D. equivalent
No related work experience is required

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