

United Arab Emirates Jobs Expertini®

Supervisor-Front Office

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Company: MARRIOTT International

Location: Sharjah

Category: other-general

Job 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.

#J-18808-Ljbffr

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