



Job Description

Job Title: Reservation Manager
Department: Revenue

Job Purpose:

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.

Primary Duties and Responsibilities:

As a Reservation Manager you are responsible for managing the Reservation Department and promote a helpful and professional image to our guests, whereby your role will include key responsibilities such as:

- Give full cooperation to any customer requiring assistance with a prompt, caring and helpful attitude and anticipate clients needs
- Be thorough with the application of room reservations and group reservations procedure
- Know the required operation procedures of Opera and maintain an awareness of guest profile through system
- Show complete product knowledge, understand rate structure and apply rate management
- Ensure all administration procedures are maintained to hotel and company standards
- Positively contribute to all the sales activities within the hotel and maximize sales opportunities
- Ensure all incoming calls are answered as per the The Yas Hotel standards, information received by fax is inputted and tallies with the computer and requests are confirmed to correctly and within 24 hours

You will have a degree within the hospitality field and minimum two years experiences in hotel reservations. You are computer literate and with excellent communication skills, written and oral proficiency in English, while additional language skills are an asset.

The ideal candidate will be an outgoing 'people person', who enjoys leading from the front and being part of a winning team. You bring along a guest and service oriented attitude, backed up by a pro active approach and a strong drive for results when undertaking pro active initiatives in order to generate additional revenue, while possessing following additional competencies:

- Leading people & developing others through outstanding interpersonal & communications skills & teambuilding
- Adaptability & integrity
- Initiative, energetic & self motivated
- Result oriented & innovative
- Strategic thinking & change management