



RESERVATION EXECUTIVE

Amara Singapore

Date Posted: 24 April 2017

Apply By: 24 May 2017

Department: Sales & Marketing

Employment Type: Full Time

JOB SUMMARY:

Maximise room sales by receiving, confirming and processing reservations timely and accurately in accordance to the hotel's policies and procedures.

RESPONSIBILITIES:

1. Confirm and process reservation requests. Ensure all information pertaining to reservations are properly taken and entered into the system.
2. Keep up to date on rooms available for sale and rate changes for the hotel.
3. Help maximise room sales by up-selling to a higher category.
4. Ensure that all daily transactions are keyed into the computer and records are updated.
5. Handle group bookings, monitor phone calls and email volumes.

JOB REQUIREMENTS:

1. Support and uphold the company mission, vision and values.
2. Maintain the highest standard of professionalism, ethics, grooming and attitude towards staff and guests.
3. Good communication and interpersonal skills with a pleasant personality.
4. Meticulous with an eye for detail.

QUALIFICATIONS & EXPERIENCE:

1. Possess a SHATEC, GCE O and/or N level.
 2. 2 years of call centre or customer service experience preferred.
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SPECIAL REQUIREMENTS:

1. Available to work on weekends.

Interested applicants may email their resume to hr1.sg@amarahotels.com