



JOB DESCRIPTION

TITLE : Reservation Executive
DEPARTMENT : Sales/ Front office
REPORTS TO : Reservation Manager

General Responsibilities:

- Answer the calls in 3 rings.
- Greet all the calls with a smile.
- Ensure all the reservations requests are reverted with 12 hours or latest by 24 hours of receiving.
- To keep all the relevant departments aware of the resort occupancy

Specific Responsibilities:

- Have in-depth knowledge of our product and competitors
- Processes reservations through e-mails, telephone, or central reservation systems referrals, sales office and travel agents
- Ensure reservation department and Front Office staff are constantly aware of availability, on request, closed dates, high demand dates, etc.
- Responds to all reservation requests and executes prompt and accurate information at all times
- Complete knowledge of the resort rates, promotions, amenities, facilities & services
- Attend all scheduled meetings as and when required
- Track and update all reservations picked up from all On-line channels- resort website, OTA, GDS, etc.
- Update No-shows and cancellations on all OTA's to avoid and unwanted commissions
- Ensure accurate information is updated on the PMS
- Understand and enforce resort and company credit policies.
- Proper billing instructions, credit card auth, etc are updated accurately
- All reservations are processed as per SOP within 12 hours of receiving the reservation query
- Ensure all the reservation confirmation letters are sent for all processed bookings as per SOP
- Process retentions, no-show and cancellations as per the resort policy and procedures
- Ensure all request for amenities or transportation are updated on the PMS accurately. Details are shared with the concerned department and/or the third party
- Monitor all Tentative / Provisional / Waitlisted bookings entered on the system and follow up done for deposits/guarantee
- Keep records of room availability, rates, amendments, daily reservation pickup, rooms on book, cancellations, no-show, etc.
- Reconfirmation of all the reservations/groups as per SOP
- All reservation modifications are updated on the PMS immediately and accurately



- Manage reservation function to maintain the highest possible room occupancy and average daily rate through suggestive selling and recommendations from external yield or revenue management systems
- Check forecasting reports based on statistics codes (Market, Source, Rate Code, etc.), reservations which are wrongly tagged should be amended
- Ensure deposit payment is taken in advance for all pay at resort reservations e.g. Direct reservation, OTA's (Booking.com, Expedia, etc.) Or as per the SOP

JOB SPECIFICATION

Knowledge & Skills	Disposition /Personality
Excellent MS office skills	Determined & Enthusiastic
Excellent communication & telephonic skills	Team Player
Proper knowledge of PMS system	Self-motivated
Ability to upsell, recommend wherever possible	Ability to perform effectively when there are pressure peaks

We expect all our associates to work in harmony and cohesion with other departments as well as colleagues from other group companies.

The organization shall reserve the right to depute your services between departments and between group companies. The Human Resource's team shall at all points be sensitive towards your aspirations and endeavor to manage your skills and aptitude in accordance to them.

