



POSITION VACANT

CENTRAL RESERVATIONS AGENT

We're looking for someone with previous experience in a hotel reservations role, who has a results driven mindset and excellent time management skills. As the **Central Reservation Agent**, you are responsible and accountable for the administration of all reservations and inbound call enquires, special guest requests, as well as ensuring the accurate inputting and processing of all reservation's information. Including F.I.T requirements, through the telephone, email and via the GDS system.

Duties

- Processing reservations by various means
- Monitor entry of reservations and accuracy
- Communicate with other departments
- Perform all amendments and communication
- Enter rooming lists for upcoming groups
- Maintain relationships with regular guests, agents, companies and other bookers
- Update room rates
- Manage room inventory and rate availability
- Using the hotel PMS, manage inbound and wholesale allotments
- Check all allocations and group blocks

Skills and Experience

- Effective communication skills
- High level of accuracy and attention to detail and exceptional time management skills
- Proven experience to establish priorities
- An attitude of professionalism at all times
- Consistent approach to self-development
- Ability to address and implement continual improvement within the team
- Experience of working in a busy environment and a high level of personal presentation
- Proven experience in a similar role within a 4- and 5-star environment
- Opera PMS – Cloud or Version 5 - SiteMinder & common third-party extranet

If you are a driven team player, looking to succeed in a culture of empowerment and accountability please visit our website www.majestichotels.com.au and download the position description.

Applications to: *(must include cover letter and resume)*

Tom Christiansen

Reservations and Revenue Manager - Majestic Hotels - SOUTH AUSTRALIA

E: employment@majestichotels.com.au

Applications Close: 30 April 2021

Majestic Hotels employees may apply for this position and will be considered in line with other external applicants. Decisions will be made based on relevant experience, skills and merit. Prior to submitting your application, we encourage you to advise your manager.