

JOB DESCRIPTION

F/TC/26 Rev00

Job Title: Senior Reservations Supervisor **Department:** Reservations

Responsible for: Reservations **Date:** 12 December 24

Senior Reservations Supervisor is responsible for helping to run the Reservations Department. He/She coordinates the department and oversees individual training. He/She directs the department in selling suites/apartments. He/She also manages inventory to maximize transient sales.

What you will be doing?

- Assists in monitoring and managing the reservationist team to ensure excellent customer service
- Contributes globally to guest satisfaction through the quality of his/her work and exemplary behavior Maximize occupancy by ensuring high conversion of enquiries into bookings.
- Supervises, monitors calls, coaches, counsels, trains, disciplines and reviews reservation agents Evaluates Reservation Agents' performance and productivity to insure they meet service level goals
- Make sure to provide an excellent introduction to the Hotel and its services with regards to the information given about the hotel and surrounding area
- Ensures that administrative procedures never take priority over guest relations
- Takes into account and anticipates guests' needs 10 Deals swiftly, efficiently and sensitively to guest complaints that cannot be settled directly by team members and follows through
- Conveys the brand and hotel image through his/her irreproachable attitude
- Helps increase guest loyalty through quality of service
- Ensure all documents are filed properly and files are labelled clearly14Provide daily, weekly and monthly reports as required
- Assists the Manager to lead the team and to deliver the best Service possible
- Develops employees' motivation and team spirit by creating a good working atmosphere
- Integrates and trains employees, providing support for skills development
- Ensures that employees are well presented (uniforms, personal hygiene etc.)
- Makes sure that the hotel's pricing policy and sales pitches are duly applied in order to optimize
- REVPAR
- Maximize upselling and offer appropriate room category for the guest; ensure the guest receives the accommodation he / she is expecting
- Ensures the Group's loyalty program (ALL) is promoted to the guests 24 Motivates and drives the team to attain the department's targets

YOUR EXPERIENCE AND SKILLS

- With 2 years' experience in hospitality industry in the same position.
- OPERA experience is must.
- Excellent organizational, communication, and supervisory skills.
- Ability to prioritize tasks and get them done in a timely manner.
- Guest oriented and service minded
- Good listening and analytical skills, attentive
- Commercial know-how
- Diplomacy and self-control

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- Self-confidence & Dynamic
- Good team player

Your team and working environment:

Located along Sheikh Zayed Road in Barsha Heights right next to Dubai Internet City Metro Station. The hotel is nestled in the key business and commercial district of Dubai Media City, Dubai Knowledge Park and Dubai Internet City. Mercure Dubai Hotel offers a unique hospitality experience for business & leisure travellers and well as for long stays at an affordable price. Close proximity to Mall of the Emirates, Palm Jumeirah and major Tourist attractions.

An elegant hotel with 1015 suites and apartments spread over 41 floors. Each contemporary room features floor to ceiling windows that have exceptional views of the city & skyline. For meetings, trainings and social events the hotel offers an extensive range of multi-functional meeting and event spaces.

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent. Why work for Accor?

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit <https://careers.accor.com/> Do what you love, care for the world, dare to challenge the status quo! #BELIMITLESSFoo