

Turkey Jobs Expertini®

Cluster Reservations Agent

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Company: Hilton Hotels & Resorts

Location: Şişli

Category: other-general

Hilton Istanbul Bosphorus - Making Hotel History in Istanbul Since 1955

Hilton Istanbul Bosphorus holds a special place in history as the first Hilton hotel built outside the Americas. Since 1955, we've set the scene for some of the grandest moments, most exciting events, and biggest stars in modern Turkey. Learn how it all began before you make your own memories at Hilton Istanbul Bosphorus.

Historic Moments at Hilton Istanbul

vHilton Istanbul was the first modern hotel built in Europe after the Second World War.

vHilton Istanbul appears in the opening scene of 1963's From Russia with Love, starring Sean Connery as James Bond.

vIstanbul's first discotheque, Cloud 9, opened at Hilton Istanbul in 1972.

vPilsen Pub, built in Hilton Istanbul in 1972, was the home of Istanbul's first happy hour.

vMuhammad Ali was staying at Hilton Istanbul when he announced his retirement from boxing in 1976.

vHilton Istanbul has hosted royalty, politicians, and famous figures including Grace Kelly, Sophia Loren, and Louis Armstrong.

Hilton Istanbul Bosphorus has been also described as the university of tourism and filling the earth with the light and warmth of hospitality since 1955.

AsHilton Türkiye we have been awarded with the Great Place to Work Academy – Best Place to Work award many times.

THE ROLE:

A Cluster Reservations Agent will serve as the main contact for room reservations at the

hotel; and therefore, must offer an excellent service and influence the Guest decision to stay at the property. **This position will be based in Adana and the candidates should be resident or willing to live in Adana.**

BENEFITS

- Competitive Salary
- Health Insurance or Private Pension after 6 months of service
- Carpark subscription on team member rate
- Free laundry and dry cleaning for business attire
- Go Hilton: Team member rate while staying in Hilton Hotels both in & out of Turkey.
- 50% discount on personal food & beverage consumption in the hotels.
- Social aid package
- Free laundry and dry cleaning for business attire
- Extended nursing hours of 1,5 hours until the baby reaches to 18 months (for new mother team members)
- 1 day paid leave on the first school day of the children (only 1st day of the 1st class) for female team members
- Unlimited Training and development opportunities and out of the Hotel
- Unlimited online courses opportunities from our own Hilton University

What will I be doing?

Convert, quickly, inquiries into contracted business

Respond, positively, to sales inquiries to develop future sales leads

Identify sales leads, as appropriate

Respond to all customers in a highly professional manner, including ensuring all reservations are completed accurately and to the Guest's expectation

Provide prompt and efficient service while maintaining the hotels brand standards

What are we looking for?

Since being founded in 1919, Hilton has been a leader in the hospitality industry. Today, Hilton remains a beacon of innovation, quality, and success. This continued leadership is the result of our Team Members staying true to our Vision, Mission, and Values. Specifically,

we look for demonstration of these Values:

- Hospitality - We're passionate about delivering exceptional guest experiences.
- Integrity - We do the right thing, all the time.
- Leadership - We're leaders in our industry and in our communities.
- Teamwork - We're team players in everything we do.
- Ownership - We're the owners of our actions and decisions.
- Now - We operate with a sense of urgency and discipline

If your values match ours, we are also looking for your ability to;

- Captivate guests and fellow team members;
- Adapt quickly to different situations;
- Exude bags of energy and enthusiasm in working as part of a team.
- Employer: Hilton Istanbul Bosphorus
- Work Location: Adana
- Expected start date: As soon as possible

EOE/AA/Disabled/Veterans

Schedule

:Full-timeBrand:Hilton Hotels & Resorts

Job

:Call Center and Reservations

MEANINGFUL BENEFITS FOR YOUR CAREER & WELL-BEING

We support the well-being and performance of Team Members with industry-leading rewards, recognition and support to meet their needs and dreams: Best-in-Class PTO

Go Hilton Travel Discount Program

Hotel rates as low as \$40/night! Health & Welfare Benefit Plans Debt-Free Education

Retirement Savings Program Employee Stock Purchase Plan Mental Wellness Support

Flexible Schedules Access to your pay when you need it
through DailyPay

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