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Reservation Executive - Antalya Region

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Company: MTS Globe Turkey

Location: Antalya

Category: other-general

MTS Globe Turkey

MTS Globe is the biggest independently owned incoming company in Europe. Our network includes 65 destination offices in 19 countries in and around the Mediterranean Sea, the Atlantic Ocean, Northen Africa, the Black Sea, the Arabian Gulf and Mexico's Caribbean Coast. Since its foundation in 1967, MTS Globe has built up a strong market presence in 27 source markets in Europe and North America. It serves over 5,3 million customers with 27 million overnights per year in over 10.000 hotels. 250 clients have chosen MTS Globe as their preferred destination partner. They enjoy a superior degree of satisfaction because of reliable and high service levels, as well as customized solutions, advanced technological integrations, individual attention to each customer, best quality-price ratios due to large purchasing volumes and synergies based on a strong international network. 900 employees from 25 nationalities, a strong team of local shareholder partners, combined with central experts for operational, commercial and technological support to ensure a superior value for all MTS Globe clients. The MTS Globe vision is to continue expanding the network and create new business models in a continuously changing distribution environment. An expansion based on satisfied clients, true partnerships with customers as well as hotel suppliers, and visionary IT solutions.

Job description

We are looking for a Booking Agent to join our booking team in Türkiye. The role will report to the Product & Reservation Manager and will ensure that the requests from the tour operators are answered and will manage the necessary information flow between the hotel and the tour operator during the guests' stay.

Main responsibilities:

To ensure that the reservations are confirmed by the hotels

Respond to the requests of the guests and tour operators in a timely manner

Provide timely and accurate solutions to possible complaints of the Guests' during their stay

Submitting change and cancellation requests to the hotels and getting their confirmations during the day

To answer all enquiries, professionally and consistently, ensuring all the guest's needs are identified and options are pro-actively suggested

Finding suitable alternatives in possible hotel changes and presenting them to tour operators, taking quick action in line with the response from the tour operator

Requirements

University degree

At least 2 years of experience in the Reservation Department.

Teamwork skills, highly motivated, flexible, and open to change.

Good communications skills, with improved persuasion ability and human relationships.

High Office skills

Military service completed.

Advanced English in reading, writing & speaking.

Based in Antalya.

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