

Reservation Executive - Antalya Region

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Company: MTS Globe Turkey

Location: Antalya

Category: other-general

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

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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