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Reservations Agent

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Company: Mandarin Oriental Hotel

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Reservations Agent

Apply now **Position**Reservations Agent (Full time #532806)

Property / Office:Mandarin Oriental Bosphorus, Istanbul

LocationIstanbul, Turkey

The Group

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the most luxurious hotels, resorts and residences located in prime destinations around the world. Increasingly recognized for creating some of the world's most sought-after properties, the Group provides 21st century luxury with oriental charm. Above all, Mandarin Oriental is renowned for creating unique hotels through distinctive design and a strong sense of place, luxury hotels right for their time and place.

The Hotel

Mandarin Oriental Bosphorus, Istanbul has become Mandarin Oriental Hotel Group's second hotel in Turkey. The hotel is located on the European side of Istanbul, in the luxurious residential district of Kuruçeşme, right next to the unique Bosphorus.

Redefining luxury with its sophisticated design and architecture inspired by Istanbul's uniquely beautiful mansions and palaces, our hotel is located on the shores of the Bosphorus with two outdoor pools in the city center with lush and generous gardens, 100 spacious rooms and suites with large living spaces, rich Sunday brunches with Turkish and international cuisine, Novikov Restaurant, the international representative of modern Asian and Italian cuisines; Olea & The Bar, offering the most exclusive flavors of Italian cuisine; Hakkasan,

world-renowned for its innovative interpretation of China's traditional Cantonese cuisine; and Bosphorus Lounge, home to delicious snacks and tea-time rituals. The Spa at Mandarin Oriental Bosphorus, Istanbul is the city's most comprehensive health, beauty, and wellness center with 3,500 square meters of The Spa at Mandarin Oriental Bosphorus, Istanbul.

Duties and Responsibilities

Answer all enquiries, in a professional and consistent way, ensuring all the guests needs are identified and options are pro-actively suggested

Ensure all reservation details are correctly entered into the property management systems and that guest information is accurately maintained

Ensure all confirmations are accurately sent out within 12 hours making personal references to their choices

Promote seasonal packages and current promotions to our guests

Ensure all other administrative duties are completed to Mandarin Oriental Hotel Group Standard Operating Procedures for the Reservations Department

Ensure an excellent working relationship with all colleagues within the hotel

Assist the Revenue & Reservations Manager and Director of Revenue & Reservations Management

Requirements

Degree or Diploma in Hospitality Management or relevant education.

Minimum 2 years working experience in the luxury hotel industry; international experience preferred.

Knowledge of travel trade accounts.

Proficient in written and spoken English and Turkish.

Able to liaise effectively with corporate/government.

Excellent presentation and communication skills.

Ability to work under pressure.

Strong leadership skills and ability to develop and motivate his/her team.

Outgoing and enthusiastic personality.

Possess high degree of stamina, agility, and flexibility.

Advertised 05 Mar 2024 GTB Standard Time

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