

# Turkey Jobs Expertini®

## Reservations & Communication Agent

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Company: Four Seasons Hotels and Resorts

Location: Turkey

Category: other-general

### **About Four Seasons:**

Four Seasons is powered by our people. We are a collective of individuals who crave to become better, to push ourselves to new heights and to treat each other as we wish to be treated in return. Our team members around the world create amazing experiences for our guests, residents, and partners through a commitment to luxury with genuine heart. We know that the best way to enable our people to deliver these exceptional guest experiences is through a world-class employee experience and company culture.

At Four Seasons, we believe in recognizing a familiar face, welcoming a new one and treating everyone we meet the way we would want to be treated ourselves. Whether you work with us, stay with us, live with us or discover with us, we believe our purpose is to create impressions that will stay with you for a lifetime. It comes from our belief that life is richer when we truly connect to the people and the world around us.

### **About the location:**

A timeless palace between the continents. Proudly standing on the shores of the scenic Bosphorus – the storied strait that links Europe and Asia – our lovingly restored, 19th-century Ottoman palace brings together Istanbul's ancient architecture, warm Turkish hospitality and contemporary accommodations. Relax in one of our traditional hammams, spend an afternoon lounging around our outdoor pool, and savour Anatolian delicacies as you admire the soaring minarets and towers of the city's inimitable waterfront skyline. We'll show you a seldom-seen side of Istanbul during your stay with us.

**Please note - this is a local position, only candidates with existing work permit in Turkey (either Turkish Nationals or Turkish ID holders will be considered).**

Four Seasons Hotels Istanbul is seeking a Reservations and Communication Agent. Don't miss this unique opportunity to be part of our award winning team, while excelling your career with the world's leading luxury hotel company!

### **Join our Team**

The Reservations and Communication Agent works directly with the Director of Reservations, responsible for selling the hotel and providing information to the guests and The PBX Operator position is the front line for all incoming calls to the hotel. Agents are to capture sales from incoming calls and coordinate details of each reservation to ensure to hundred percent guest satisfaction. The agent's demeanour should reflect the quality of the hotel to our potential guests with a positive attitude, knowledge of the hotel and attention to details.

### **Ideal Candidate**

We are looking for individuals who possess

High level of professionalism and integrity while maintaining the confidentiality of the office

Strong writing capabilities and a solid working knowledge of all MS systems; Word, Excel and OPERA

Advanced proficiency in English and Turkish, second language is preferred.

High attention to detail, strong organization skills, result orientation and the ability to multi-task in a fast paced environment

A positive attitude and a can-do approach to any task

Dynamic adaptability and flexibility to the needs of hospitality industry work schedule

Superior communication skills

The ideal candidate has a minimum of two years of experience in Reservations / Front Desk operations. A degree in a related field is preferred, however, not essential if applicants have previous relevant work experience.

### **About Four Seasons Hotels Istanbul**

A thriving metropolis that connects continents, cultures and religions, Istanbul captivates all who visit. Within this cradle of civilization, Four Seasons provides an oasis of quality and beauty in two unsurpassed locations. Four Seasons Hotel Istanbul at the Bosphorus shines with a modern, almost resort-like experience that welcomes guests with luxurious sophistication. Like staying in a friend's home, Four Seasons Hotel Istanbul at Sultanahmet greets guests with a warm embrace, and ushers them to a front row seat to culture, peeling back layers of history as they discover more about the world.

### **Sky's the Limit**

Four Seasons Hotels and Resorts have been ranked FORTUNE magazine's '100 Best Companies to Work For' every year since 1998... Come and find out why! With over 100 hotels in 38 countries, Four Seasons is dedicated to perfecting the travel experience through continual innovation and the highest standards of hospitality. The deeply instilled Four Seasons culture is personified by its employees – people who share a single focus and are inspired to offer great service.

### **What to Expect**

Competitive Salary & Wages

Private Health Insurance

Excellent Learning and Development opportunities

Complimentary Accommodation at other Four Seasons Hotels and Resorts

Complimentary Dry Cleaning for Business Attire

Complimentary Employee Meals

Discounted Indoor Parking Privileges

... and so much more!

Learn more about what it is like to work at Four Seasons, visit us:

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