

# Turkey Jobs Expertini®

## Restaurant Reservations Agent

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Company: Mandarin Oriental Hotel

Location: İstanbul

Category: other-general

## Restaurant Reservations Agent

Apply now **Position** Restaurant Reservations Agent (Full time #525850)

**Property / Office:** Mandarin Oriental Bosphorus, Istanbul

**Location:** Istanbul, 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:**

- Taking reservations: Answering phone calls, emails, or online inquiries from guests interested in making reservations at the restaurant.
- Managing reservations: Using 7 rooms to record and manage bookings accurately.
- Confirming Reservations: Contacting guests to confirm their reservations and remind them of any relevant details such as reservation time, location, and special requests
- Coordinating with Restaurant & Culinary Team: Communicating reservation details and guest preferences to the team members to ensure a seamless dining experience for guests.
- Providing Customer Service: Assisting guests with inquiries, concerns, or special requests related to their reservations, ensuring a positive and personalized experience.
- Upselling and Promotions: Informing guests about special promotions, menu upgrades, or additional services offered by the restaurant to enhance their dining experience.
- Assisting hostess team when needed

### **Requirements**

- Fluent in English (written and spoken)
- The restaurant & Bars Reservations Team reinvents the traditional reservations experience to deliver a refreshing and personable interaction with guests. Handling all reservation inquiries via telephone and email for Olea & The Bar.
- We offer a venue for any occasion and time of the day
- We are currently looking for a friendly and engaging Food and Beverage Reservations Agent with passion. If you thrive in a high-volume and fast-paced work environment, then we'd love to hear from you!

**Advertised** 22 Nov 2021 GTB Standard Time

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