



JOB DESCRIPTION

Position	Reservations & Operations Executive
Department	Reservations
Employment Type	Seasonal / Full Time
Employment Period	From April to October 2018 (with the option to extend to full year)

Main Tasks and Responsibilities

- i) To undertake front desk duties, including welcoming and attending to the needs of guests and ensure high quality customer service.
- ii) To undertake general office duties, including correspondence, filing and switchboard, to ensure the smooth running of reservations.
- iii) To administer all routes of reservations and ensure that room bookings, reservations and cancellations are made, recorded and processed accurately and efficiently.
- iv) To manage communications with travel agents and online booking platforms (Booking.com etc.) and to keep up to date with room prices and special offers.
- v) To be responsible for accurate and efficient account and guest billing processes and administer the general petty cash system and float meticulously.
- vi) To handle all guest requests and resolve any complaints/issues in an effective and courteous manner in consultation with Management.
- vii) To keep the hotel reception area clean and tidy at all times.

- viii) To maintain the overview of hotel operations and report any maintenance, breakage or cleanliness problems to Management.
- ix) To attend training and educative courses on hotel management, if opportunity arises and after consultation with Management.
- x) To supervise and train interns subject to a schedule prepared and agreed with Management.
- xi) To undertake any other ad-hoc duties relevant to the post as and when required.

Skills and Experience Required

- Academic degree in Hotel Management, Business administration or other equivalent certification.
- Previous experience in customer service and hospitality desired.
- Excellent command and highly proficient in spoken and written Greek and English.
- Fluency in any other language desired, preferably among Italian, French, German or Spanish.
- Good command of computers, MS Office programs and online booking platforms.
- Strong customer service and interpersonal skills.
- Friendly and professional telephone manner.
- Ability to work under pressure and multi-task.
- Show patience and discretion.
- Good problem-solving and planning skills and can-do attitude.
- Methodological work approach.
- Good administrative skills with attention to detail.
- Ability to work unsupervised.

Benefits

- ✓ Accommodation
- ✓ Social Security (IKA)
- ✓ Company phone
- ✓ Bonus scheme based on performance and target achievements

Please send your CV and a recent photograph by email at hr@kallichoron.gr.