

## Reservations Manager

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### . Reservations Manager

The newly built Crystal Waters has been operating in Lefkada since 2018, employing more than 90 ociates during the tourist season.

Going through a successful season, offering high benefits to our customers, placing special emphasis on hospitality, we are, among other things, particularly proud of our fine dining restaurant Duende, which received excellent reviews and awards.

By expanding the activity of our services, in the summer season 2023, many new positions are opening. More specifically, outdoor gym areas, a yoga area will be put into operation, as well as the spa services will be renewed.

Through teamwork, our goal is to create a favorable working climate that will highlight your skills and talents, develop you as personalities as well as professionals.

We invite you to grow the Crystal Waters Lefkada family by offering a holistic and unforgettable experience to our customers!

#### Key responsibilities

- Handling of reservations
- Process payments and confirm arrangements concerning individual guests or travel agents over the phone, by email, on line and in person.
- Check upcoming reservations in case there is a problem with credit card information or with billing process; update the filing systems within the department, ensure daily arrival checks are completed and oversee travel agencies commissions.
- Maintain good relations with agents, companies and regular guests.
- Build full knowledge of all room types, their location and layout, hotel facilities, services, company policies, selling status, rates and benefits of all packages plans.
- Communicate reservation information (cancellations and modifications) to the Front Desk and follow company's policy for no shows.
- Ensure excellent response to all guest requests; maintain confidentiality of guests information.
- Maintain accurate records for tracking all bookings and reservations.
- Establish and maintain a strong professional working relationship with the guests and facilitate their needs.
- Become a reliable, accurate and up-to-date conduit for information flow between the hotel guests/staff and any mediator.
- Provide support to other departments for information on activities, reservations and special requests.

#### Qualifications

- Hotel, Tourism or Management degree
- Previous relevant work experience in 4\* or 5\* resorts
- Proficient user of English language (written – verbally). Similar capability in other languages ( French or German, Italian etc. ) will be valued additionally.
- Computer literacy and experience in Fidelio pms program

#### Benefits

- Competitive salary remuneration
- Career development in a fast-paced growing work environment
- Daily meals and accommodation
- Training opportunities

## Advertiser details

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