



VACANCY

Reservationist (Permanent)

Sandy Lane, an AAA Five Diamond, Forbes Five Star exclusive resort and a member of Leading Hotels of the World, is seeking to recruit a Reservationist to assist with selling the hotel to its maximum occupancy, handling all incoming reservations in a courteous and professional manner in accordance with the guests needs.

Key Responsibilities:

- Inputs all reservations immediately and accurately into Opera ensuring that all codes, rates are correctly used.
- Ensures that all correspondence are filed correctly and neatly and all files kept up to date and in order.
- Ensures that all telephone inquiries are handled promptly and efficiently and in a courteous manner.
- Ensures that all e-mails, phone calls and fax inquiries are dealt with efficiently and replies sent within 8 hours of the initial inquiry.
- Prepares daily arrivals ensuring that all rooms are correctly allocated, billing procedures are adhered to and any special requests are noted.
- Ensures that all deposits are chased and posted correctly to relevant reservations.
- Ensure that all dinner, spa, golf etc. reservations are made and entered in Econcierge.
- Efficiently manages the Accounts Receivable of the hotel, ensuring that payments are received in a timely manner
- Accurately prepares weekly 3 week forecast, weekly outlook and daily pace report on a timely basis.
- Monitors the daily heavily booked periods, allotments and liaise on close out to CRM as necessary.
- Be prepared for weekly Shopper calls for AAA, LQA, Forbes and weekly mystery shop training calls and weekly WIG.
- Be fully multi-skilled in all areas of the departmental functions.
- Performs any other duties as requested by Management.

Our ideal candidate must possess:

- A complete understanding and working knowledge of the Opera system.
- Awareness of the services and facilities available in the hotel and ability to capitalize on all opportunities to increase sales.
- Ability to be conversant and confident with the hotel's rates, package plans, deposit and cancellation policy.
- Complete workable knowledge of the Reservations Department.
- The ability to be knowledgeable of the management of group functions i.e. checking availability, inputting rooming list and assisting the Group Coordinator whenever possible
- Strong relationship management skills, excellent organizational skills as well as good computer skills in Microsoft Office programs
- Good coordinating skills along with the ability to work with many competing deadlines.
- Strong ability to work well with others and overtime if needed.

To apply please send your application with curriculum vitae on or before **November 18, 2022** to recruitment@sandylane.com.