

CENTRAL RESERVATIONS OFFICE AGENT

Reporting directly to the Reservations Manager, this position requires an individual with a proven track record in reservations.

The candidate will be responsible for:

- Communicating directly with clients, offering prompt, friendly and courteous service to customers at all times
- Receiving calls from customers and handling their queries
- Processing all incoming reservations and queries and the up-keep of the reservations records amongst other duties
- Ensuring internal procedures are constantly being followed

The ideal candidate will:

- Be logical, accurate and able to handle multi-tasking
- Be well-organized and possess time management skills
- Have an eye for detail
- Be discrete and confidential
- Be able to work in a dynamic environment
- Be self-motivated, able to work under pressure and adhere to deadlines
- Portray a professional image commensurate with the values of the Company
- Fluency in English, Maltese and another European language
- Computer literate in Word and Excel
- Able to work flexible hours
- Telephone handling skills and an eye for detail
- Good working knowledge of the Opera system
- Knowledge of online and internet bookings
- Knowledge of Tour Operators' and Corporate contracts

Candidates are requested to submit their CV by e-mail to the Human Resources Department on: hr@marinahotel.com.mt by the 16th January 2018.