



REVENUE & RESERVATIONS MANAGER

FULL TIME

Our heart, head and hands play a part in everything we do. By caring about the art of hospitality and perfecting every detail, we work together to uplift the lives of others. There is nothing quite like the satisfaction of providing an unrivalled service that is greatly admired.

If you are passionate about delivering an exquisite service within a 5-star environment, then we would like to hear from you.

Corinthia Hotel Rome is seeking to recruit a **Revenue & Reservations Manager** to form part of the Reservations team.

As Revenue & Reservations Manager you will be responsible for implementing and reviewing revenue management strategies while maximising the room sales with exceptional guest care provided by the reservations department. Strive to encourage a culture of revenue optimisation, luxury service and guest recognition within the company.

Responsibilities:

- Implement revenue and reservations strategies to optimize and maximize both revenue and customer service.
- Effectively use and maintain the key systems (Opera, Synxis and IDEaS G3)
- Evaluate and benchmark against competitor pricing, availability, considering package/promotional options
- Key owner of the annual room revenue budget process and weekly forecast
- Continually analyse business demands, price sensitivity and booking patterns for all the segments, recognizing trends, set a selling and a distribution strategy accordingly.
- Process all daily reservation tasks accurately and communicate the guest requests and information to the relevant department in a timely manner
- Audit operating standards & procedures in the Reservations Departments to ensure they comply with company practices and LQA standards
- Supervise and train colleagues, evaluate and monitor performances
- As primary contact with the guests, exceptional communication skills and attention to details are essential while interacting via telephone or emails
- Conduct Annual Appraisals with all team members as a means of motivation and development



Requirements:

- Have a minimum of 3-5 years proven experience in Revenue Management, ideally within a 4* or 5* Hotel.
- Proven experience in luxury Reservations
- A degree/postgraduate qualification in a related field such as Business Management, Economics, Finance, Statistics or Hospitality Management would be an added advantage
- Likes fast-paced, demanding working environments
- Attention to detail
- Analytical
- Ability to “think outside the box”
- Effective communicator
- Organised and structured
- Highly computer literate with a strong command of Excel
- Experience within hotel software systems (Opera, Synxis, IDEaS)
- Strong account management skills
- Fluency in written and spoken English and Italian
- Highly analytical and numerate