

**Role Profile**

Kamel Park Hotel is seeking:

Position title: Reservations Co-ordinator

Location: Kisii

Reporting to: Front Office Manager

Overall Purpose

We are looking for a Reservations Co-ordinator to serve as our guests' first point of contact and manage all aspects of their accommodation.

Reservations Co-ordinator responsibilities include registering guests, managing reservations and providing information about rooms, rates and amenities. If you have a knack for customer service and work experience in the hotel industry, we'd like to meet you.

Ultimately, you will help create a pleasant and memorable stay for our guests.

Roles and Responsibilities: (Key duties)

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate
- Maintain updated records of bookings and payments
- Any other duty as assigned from time to time.

Education, Experience and Knowledge: (Hospitality Industry)**Academic Qualification**

- Front Office Management diploma/certificate
- CPS certificate will be an added advantage



Experience

- Work experience as a Hotel Front Desk Agent, Receptionist or similar role with at least 3 years' experience in the hospitality industry

Personal Attributes

- Experience with hotel reservations software, like Cloudbeds and RoomKeyPMS among others
- Understanding of how travel planning websites operate, like Booking.com and TripAdvisor
- Customer service attitude
- Excellent communication and organizational skills
- Degree in hotel management is a plus

Disclaimer: The job description is not the exhaustive list of skills, efforts, duties and responsibilities associated with the position.

How to apply:

If you believe you have what it takes to handle this challenging position, kindly apply via email to hr@kamelpark.com

Date of Advertisement: 1st October 2018

Deadline: 15th October 2018