İSTANBUL TİCARET ÜNİVERSİTESİ

swissôtel Hotels & Resorts

SWISS OTEL THE BOSPHORUS

Convention Sales Representative

Job Description:

- To consistently offer Professional, friendly and engaging service,
- To enter room reservation requests using to Property Management System,
- To enter rooming lists while ensuring accuracy, as required,
- To update reservations ensuring a flawless check in and check out process,
- To ensure revenue is maximized by up selling guest rooms and recommending hotel facilities,
- To liaise with sales and other departments as required,
- To answer telephone and email inquiries in a timely manner,
- To assist guests regarding hotel facilities in an informative and helpful way,
- To follow department policies, procedures and service standarts,
- To follow all safety policies,
- Other duties as assigned,

Required Skills:

- Previous customer relateed experience required,
- Previous Property Manager System experience preferred,
- Computer literate in Microsoft Window applications required,
- Must be able to type 25 words per minute,
- Strong interpersonal and problem solving abilities,
- Highly responsible & reliable,
- Ability to work well under pressure in a fast paced environment,
- Ability to work cohesively with fellow colleagues as part of a team,
- Ability tı focus attention on guest needs, remaining calm and courteous at all times,

Son Başvuru Tarihi: 15.11.2015

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