



RESERVATION CLERK

Everybody thinks the first impression is created upon arrival – actually it is created by you! You are the first one our guest gets in touch with. And even if you are not directly in contact through e-mail or telephone: your effort ensures a full house, a smooth stay and an easy departure, as you are taking care that everything is well prepared due to digital communication channels and cloud-based data rooms. You make our BIKINI the most vibrant spot in Port de Sóller by selling the right rooms to the right people at the right time – and at the right price ;-).

YOUR MAIN TASKS WITH US WILL BE:

- ⊕ Responding to the daily reservation requests & related guest correspondence on time
- ⊕ Enter the reservations in the HMS including all mandatory and additional guest information
- ⊕ Maintaining our guest- and reservations data base
- ⊕ Selling BIKINI Experiences of all kind prior to arrival and coordinating them in house or with our external partners
- ⊕ Coordinating groups together with the Reservations Manager from the first contact to the farewell
- ⊕ Checking daily if all online bookings are transferred into HMS correctly
- ⊕ Handling tour operator requests and controlling the billing. Send stop sales on time in coordination with the Reservations Manager
- ⊕ Checking our availability and prices on all OTAs as well as on our own booking engine
- ⊕ Ensure a smooth and seamless communication within the Reservations department

WHAT'S IN YOUR LUGGAGE? YOU HAVE/YOU ARE....

- ⊕ ...experience in the reservations department
- ⊕ ...fluent in English, German and Spanish would be great, the more languages the better
- ⊕ ...open minded & striving for the best guest experience
- ⊕ ...committed and reliable
- ⊕ ...communication crack on- and offline
- ⊕ ...good in setting priorities and organizing yourself

WHAT WE OFFER

- ⊕ Different working hours models possible
- ⊕ A modern working environment including all working equipment
- ⊕ Competitive salary
- ⊕ 9 months working contract
- ⊕ Discounted rates at 25hours Hotels & Design Hotels

Do you want to join our great team? Then apply with your CV including salary expectations (both are mandatory in order for your application to be considered). Our team is looking forward to all applications at work@bikini-hotels.com.