

JOB BRIEF

RESERVATION AGENT

Brief Description of the Hotel

Le Gray - a Campbell GRAY Hotel, member of The Leading Hotels of the World - is a contemporary-classic that stands out among luxury hotels in Beirut with its location in the historical downtown. By day, the Mediterranean sparkles in front with the peaks of Mount Lebanon in the distance. By night, Beirut's joie de vivre is right at your doorstep.

Brief Job Description

Under the direction of the Reservations Manager, and within the limits of Le Gray policies and procedures, to receive and accurately process reservation bookings or general inquires and to ensure an effective and courteous service at all times.

Duties & Responsibilities

- Ensure all incoming faxes, reservations messages are dealt with promptly and accurately, and within a 2 hour response time.
- Answer all incoming faxes on the same day of business.
- Answer phones as promptly as possible in a courteous professional manner.
- Input all reservations accurately into the computer system.
- To be fully conversant with all hotel rates, including rack, corporate and contracted.
- Ensure that bookings for each day are checked prior to arrival for accuracy and confirmations.
- Ensure all reservations are tracked correctly for statistical purposes (codes).
- Ensure guest history files are used and utilized correctly
- During periods of high occupancy, to ensure that all reservations have the correct confirmations.
- Maintain a 'Guest comes First' approach in all dealings with clients either on the phone or in person.
- Liaise with the Front Office department regarding any on-going client requirements.
- Pass onto the sales department any possible leads which could develop into future business.

Requirements

- Fluency in English, French, and Arabic
- Good Administrative Skills
- Good Computer Skills
- Positive Attitude
- Flexibility

How to Apply

Send your CV to Humanresources@legray.com