



THE FULLERTON HOTEL
SINGAPORE



Reservation Sales Executive / Agent

- Handle incoming telephone calls for accommodation inquiries, corporate and leisure reservations, entering new reservations, changes and cancellations onto the computer.
- File guest correspondence or other reservation documentation.
- Solving of customer complaints and problems, and acting as a liaison between the company and its customers to ensure customer satisfaction.
- Manage both FIT and Group reservations.
- Answer incoming calls in a friendly manner.
- Ensure that all client and guest profiles are properly created, maintained and updated, and that we are exceeding the Client's expectations.
- Ensure all reservations are processed efficiently and accurately and that all GDS bookings are checked daily.
- Monitor room sales based on selling strategies to increase revenues.

Requirements :

- At least GCE O Level and/or Diploma in Tourism/Travel/Hospitality.
- Candidate with experience in Front Office and/or Reservations position has an added advantage
- Must be proficient in Excel and Word with good understanding of the Internet and the GDS
- Able to communicate in English
- Good verbal communication
- Interpersonal skills
- Flexibility to work on a shift basis which may include evenings, weekends and public holidays
- Able to work in a fast paced environment

To apply for the above positions, please send your full resume to careers@fullertonhotel.com.