



**KIGALI SERENA**  
HOTEL

**Re: VACANCY ANNOUNCEMENT:**

**Job Title: Reservations Executive**

Location: Kigali Serena Hotel

Employment Type: Full-Time

**Job Profile**

Kigali Serena Hotel is seeking a detail-oriented and customer-focused Reservations Executive to manage guest reservations efficiently and ensure exceptional customer service. The ideal candidate will be responsible for handling booking inquiries, maximizing room sales, and maintaining accurate reservation records while delivering a high standard of hospitality.

**Key Job Descriptions / Responsibilities**

- Receive and process room reservations through phone calls, emails, online platforms, and walk-in guests.
- Provide guests with accurate information regarding room availability, rates, hotel facilities, and promotions.
- Maintain and update reservation records in the hotel management system.
- Coordinate with Front Office, Sales, and housekeeping departments to ensure smooth guest arrivals and departures.
- Handle reservation modifications, cancellations, and special guest requests professionally.
- Maximize occupancy and revenue through effective reservation management and upselling techniques.
- Respond promptly to customer inquiries and complaints related to reservations.
- Prepare daily, weekly, and monthly reservation reports.
- Ensure compliance with hotel policies and reservation procedures.

**Qualifications & Experience**

- Bachelor's degree or diploma in Hospitality Management, Tourism, Business Administration, or related field.
- Minimum of 2 years' experience in reservations, front office, or customer service, preferably in the hospitality industry.
- Familiarity with hotel reservation systems and Microsoft Office applications.
- Excellent communication and interpersonal skills.
- Strong attention to detail and organizational skills.
- Fluent in English; knowledge of French and/or Kinyarwanda is an added advantage.
- Required Skills & Competencies
- Customer service excellence
- Communication and telephone etiquette



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- Time management and multitasking
- Problem-solving skills
- Teamwork and professionalism
- Sales and upselling skills

#### How to Apply

Interested candidates should submit their CV and cover letter to [rwandajobs@serenahotels.com](mailto:rwandajobs@serenahotels.com) before **25th May 2026**.

Only shortlisted candidates will be Contacted