

THE FULLERTON

HOTELS AND RESORTS

Reservations Agents

The Fullerton Hotel Sydney - Australia

JOB RESPONSIBILITIES

- Handle incoming room reservations calls and enquiries
- Upsell Hotel packages and accommodation options
- Answer in-house and external guest calls
- Accommodate the requests and varied needs of all guests
- Provide guests with recommendations or referrals and upsell the Hotel's services and facilities
- Follow up on all requests and complaints to ensure 100 percent guest satisfaction
- Answer and process reservation enquiries
- Assist with other projects as and when required by Shift Leaders and the Reservations Manager
- Uphold Fullerton standards and the Hotel's policies and procedures

JOB REQUIREMENTS

- Opera PMS experience essential
- Previous Front Office GSA or Reservations experience highly regarded
- Clear and confidently-spoken English communication skills
- Excellent personal presentation
- True passion for exceeding customer expectations
- Availability to work shifts which will include weekends
- Thorough follow up, strong attention to detail and problem-solving skills
- Willingness to comply with all CovidSafe workplace requirements

To apply for the above position, please send your full resume to fsy.talent@fullertonhotels.com.