

# THE FULLERTON

HOTELS AND RESORTS

## Assistant Reservations & Fullerton Express Manager

The Fullerton Hotel Sydney - Australia

### JOB RESPONSIBILITIES

- Anticipate guest's needs through observation and deliver prompt, efficient service either personally or through effective communication with other associates.
- Provide consistent and professional service in all aspects of internal and external communications.
- Maintain an accurate and complete guest history, updating information of new guests to ensure all details has been captured.
- Maximise revenue through specialized and efficient functions of the reservations department.
- Maintain in-depth knowledge of hotel facilities, including room configurations and the operating times of all food & beverage outlets.
- Complete Daily Checklist of reservations duties set out by Revenue and Operations.
- Promptly answer all Reservations emails and inquiries.
- Review and action listed miscellaneous duties that have a revenue or guest impact.
- Collaborate and engage with the Front Office and Food & Beverage departments on a daily basis.
- Prepare daily, weekly and monthly reporting.
- Any additional projects and tasks as required by Reservations & Fullerton Express Manager and Director of Revenue

### JOB REQUIREMENTS

- Must hold full working rights in Australia
- 2+ years of experience in a leadership role within luxury hotel reservations department.
- Flexibility to work on a rotating roster, including morning, evening and weekend shifts.
- Proficiency in Opera systems is highly regarded.
- Relevant education in Hospitality Management, Business or related certifications
- Excellent communication skills in English
- Strong focus on achieving KPIs and a drive to excel in a fast-paced environment
- Resilient to receive constructive feedback and effectively handle customer complaints with Professionalism.

To apply for the above position, please send your full resume to [fsy.talent@fullertonhotels.com](mailto:fsy.talent@fullertonhotels.com).