

<https://thezenwellnessresort.com/job/reservation-agent/>

Reservation Agent

Description

Assists the Reservation supervisor in administering reservation functions and supervising staff on a daily basis. While primary responsibility is reservation transactions, the role also involves ensuring compliance with all Zen Wellness corporate and local operation standards. Additionally, the supervisor must assist all staff under their control in achieving their objectives and fulfill the obligations and goals outlined below.

Responsibilities

- Organization of reservation administration.
- Proficiency in reservations procedures and associated systems.
- Effective decision-making abilities.
- Consider providing special VIP treatment in accordance with internal regulations and standards.
- Adhere strictly to all reservation policies, standards, and procedures.
- Assists in department meetings and consistently communicates a clear and consistent message regarding the objectives of reservations to achieve desired outcomes.
- Complies with loss prevention policies and procedures.
- Knowledge of travel agencies that are contracted and non-contracted.
- Upselling hotel facilities.
- Handling Cancellation Policy and No-Show Incidents
- Handling over booking situations.
- Handling individual private bookings and groups.
- Maintain cordial relationships with travel agents.
- Provides updates and information to employees and supervisors regarding significant events and developments within the hotel's operations.
- Generates daily, weekly, and monthly reports in accordance with established standards.
- Is well-versed in all pertinent company documentation and relevant Open OSM for their field of expertise.
- Establishes a positive precedent for guest relations.
- Exhibits exceptional leadership in delivering exceptional hospitality services.
- Conducts hospitality audits for associates, providing constructive feedback to enhance their individual hospitality skills.
- Attends pre- and post-convention meetings as needed to understand group need and communicates critical to the front office staff.
- Guest preferences and aid in problem resolution.
- Managing email communications and ensuring the maintenance of a positive reputation based on the number of replies received.

Hiring organization

The Zen Wellness Resort

Employment Type

Full-time

Reporting to

Reservation Supervisor/Manager

Job Location

Aswan Western Agricultural Road,
1252031, New Aswan City, Egypt

Date posted

November 4, 2025