

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

Reservation Supervisor

Description

Assists the Reservation Mgr. in Administering the Reservation Functions and Supervising Staff Daily. Although the primary responsibility is reservation transactions, it is crucial to be thoroughly familiar with all Zen Wellness corporate and local Operation Standards and ensure their adherence. Additionally, it is essential to assist all staff under their supervision in achieving their objectives. Furthermore, it is imperative to fulfill the obligations and goals outlined below.

Responsibilities

- Proficiency in reservations procedures and associated systems.
- Proficient decision-making abilities.
- Coordinating the working hours of all staff members with the Personnel department.
- Assumption of the responsibility for the onboarding of all newly recruited personnel.
- Financial management skills, including the ability to comprehend profit and loss statements, manage operating budgets, and forecast financial performance.
- Ensure that exceptional VIP treatment is provided in accordance with internal regulations and standards.
- Collaborates with the Reservation Manager on strategies to continuously enhance departmental service quality.
- Ensure compliance with all reservation policies, standards, and procedures.
- Participates in department meetings and continually communicates a clear and consistent message regarding the reservations goals to produce desired results.
- Understands and complies with loss prevention policies and procedures.
- Knowledge with travel agencies contracted and non-contracted.
- Upselling hotel facilities.
- Handling Cancellation policy and no show.
- Handling over booking situations.
- Handling Individual private booking.
- Keep good relations with the travel agents.
- Informs employees and supervisor about important events and news within the hotel operation.
- Daily, weekly, and monthly reports: These are prepared according to the specified requirements.
- Be familiar with all relevant company documentation and relevant OSMs for his/her field of responsibility.
- Sets a positive example for guest relation.
- Be a leader in displaying outstanding hospitality skills.
- Conducts hospitality audits for associates and gives appropriate feedback to improve individual hospitality skills.
- Attends pre- and post-convention meetings as necessary to comprehend group requirements and communicates critical information to the front office staff.
- Guest preferences and aid in problem resolution.

Hiring organization

The Zen Wellness Resort

Employment Type

Full-time

Reporting to

Reservation Manager/Rev-Manager

Job Location

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

Date posted

November 4, 2025

- Assist the reservations manager to motivate the team skilful at up-selling and/or conversion as required by the business demand.
- On-the-Job Training: Organizes on-the-job and monthly training sessions for all staff members to enhance their performance and ensure client satisfaction.
- Service Standard Adherence: Ensures that all staff members adhere to the service standards set forth by the organization.
- Maintains positive working relationships with other departments, particularly the
- Front Office, and maintains close contact with regular guests.
- Identifies and communicates guests' requirements to relevant departments for appropriate service provision.
- Assist the reservations manager in managing space constraints and ensuring timely cleaning, particularly during peak seasons and high demand periods.
- Assist the reservations manager to ensure that all sellable contracted rates are loaded into the Protel system.
- Assist the reservations manager to supervise the Reservations Agents in their daily duties, including travel agents' commissions, staff responses to clients, etc.
- Tracks and prepares the necessary reports required for monthly submission to Administration Office.
- To ensure that reservations staff are kept up-to-date with all changes or developments within the hotel and the company.
- To spot-check reservations made the previous day and check all VIP arrivals.
- To ensure departmental awareness of all alterations to the comprehensive profile (Data Quality)
- To monitor the group bookings and work closely with the sales department and follow up with the tentative Booking.
- Have a full working knowledge and ability to supervise, train, correct and demonstrate all duties and tasks, in assigned place of work, accordingly to the standards as set.
- To have complete understanding of the Hotel's Employee Handbook and adhere to the regulations contained within.
- Arrange allocation and aware of option date or release period.
- Arrange group chart and distribute to the concerned team.