

VACANCY RESERVATIONS OFFICER (FT)

Do you have experience as a **reservations officer** in the hotel industry or do you have experience in the **front office** and are you ready to grow? Do you get energy from creating an ideal guest experience? Then we are looking for you!

As a Reservations officer at the Albus you will be working at a fantastic location and we offer a pleasant working environment. You are responsible for taking and handling individual and group reservations. You will **support the Revenue Manager** in rate strategy by identifying opportunities and challenges to generate the best possible revenue and occupancy.

With your organization skills you want our guests to have the best experience. You anticipate on opportunities, wishes and needs of the guest so that everything goes beyond expectations. By creating an unforgettable experience you can really make a difference for our guests.

Do you feel at home in a guest-oriented environment and do you like organizing and variation? Then you'll be right at home at the Albus.

We offer you a safe and familiar environment. A dynamic place where you feel welcome and can be yourself. At the Albus, you can count on the appreciation of the guests and on a fantastic team to work with.

Job Description

- Booking and checking of individual and/or group reservations.
- Handling e-mails and telephone requests
- Stimulating upselling and achieving set sales targets per month
- Being up-to-date on the hotel's sales strategy, rates, packages, groups and booking status.
- Monitor daily arrivals and ensure all guest requests are fulfilled and all expectations are met

Job requirements

- All-round experienced reservations assistant
- Knowledge of hotel reservation system, Opera/Fidelio
- Good command of at least the Dutch and English languages
- Stress resistant
- Team player, but can also work independently
- Hospitable and creative in devising solutions
- Is flexible and loves variety
- Living in the Amsterdam area

Do you have experience as a reservations officer in the hotel industry or do you have experience in the front office and want to grow? Then send us your application and resume to hr@albushotel.com!

