

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Responsible for maximizing sales opportunities within the hotel, ensuring all queries and bookings are carried out in an accurate and time effective manner.

- Keep up to date on all room rates, special offers and promotions.
- Ensures that desirable and special needs guests are adequately provided for.
- Ensures that complaints and requests are handled with the aim of exceeding guests' expectations.
- Ensure a high level of product knowledge is maintained in order to explain services and facilities to clients as required.
- Develop an awareness of local services and facilities.
- Identify opportunities for value added service extended is consistently with the image of the Hotel.
- Record and process all reservations made by all sources including phone or fax.
- Record and process group reservations.
- Ensure every customer is top priority and that the telephone courtesy and service extended is consistently with the image of the Hotel.
- Ensure to process all correspondence on a daily basis.
- Ensure that all reservations are made within the guidelines of daily status.
- Ensure guest comments are recorded in guest history and acted on when appropriate.
- Maintain accurate and up to various data
- Conduct site visits
- Ensure compliance with legislated health and safety requirements within workplace.
- Comply with all Corporate and Hotel Standards and Procedures.
- Actively promote a work environment, which cares for guests and associates alike.

It is not the intent of this job description to cover all aspects of the position but to highlight the most important areas of responsibility.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

For Contact, please send your resume to [hiring@miaykola.com](mailto: hiring@miaykola.com)