



## **JOB ADVERTISEMENT**

### **POSITION: RESERVATIONS OFFICER**

The Karen Country Club is a leading Country Club in Nairobi and is seeking to fill the position of **Reservations Officer**.

#### ***Job Summary***

Maximize reservations and group booking revenue, through the provision of an accurate and efficient reservations service that ensures customer delight and maintains a high conversion rate. Ensure that the Residences standards are always maintained, and that communication with the operational teams is effective.

#### ***Duties and Responsibilities***

- Processes reservations from the Residences Manager, Banquet & Events Co-Ordinator, other Club departments, Online Travel Agents (OTAs) and travel agents by mail or telephone.
- Act as the advisor on the selling status, rates, and benefits of all packages plans.
- Advise the credit policy of the Club and how to code each reservation.
- Create and maintain reservation records by date of arrival and alphabetical listing.
- Prepare letters of confirmation and send them to guests who have made enquiries.
- Communicate reservation information to the front desk and all other relevant departments.
- Process cancellations and modifications and promptly relay this information to the front desk.
- Process advance deposits on reservations.
- Track future room availability based on reservations.
- Help develop room revenue and occupancy forecasts.
- Prepare expected arrival list for front office to use.
- Monitor advance deposit requirements.
- Handle daily correspondences.
- Coaching and training while ensuring member service satisfaction.

#### ***Required Qualifications and Experience***

- 4 years' experience in Front Desk Operations/Reservations /Guest Service Experience.
- Proficiency in Jonas/Opera Cloud/Fidelio Suit 8 or any other HIS is preferred.
- Diploma/Degree qualification from a recognized Hospitality institution/College/University preferred.

#### ***Personal attributes & Functional Skills***

- Good communication, organizational and interpersonal skills.
- Customer service skills experience.
- Problem solving, motivating, and training abilities.
- Flexibility to work various shifts including evenings and weekends.
- Basic math skills are used frequently when handling cash or credit.

Interested external applicants should send their updated CVs and application letters to [recruitment@karen.or.ke](mailto:recruitment@karen.or.ke) by 5:00 p.m. on 17<sup>th</sup> January 2024 with the email subject being **Reservations Officer**. *Only shortlisted candidates will be contacted.*