

MÖVENPICK ZAGREB

RESERVATIONS AGENT

You are the beginning of an exceptional guest experience, from the moment when the guest decides to reserve their future stay with us. As a Reservations Agent, you will make our guests feel welcome and reflect the exceptional experience that will come when they arrive!

WHAT YOU WILL BE DOING:

- Consistently offer exceptional, friendly and engaging service
- Ensure the best selection for the guest and ensure revenue is maximized through up-selling
- Recommend property facilities and assist guests with information and special requests
- Book room reservation requests, enter rooming lists, and update accurate information in the system
- Reporting directly to Reservations Supervisor

YOUR EXPERIENCE AND SKILLS INCLUDE:

- Guest focused personality is essential; experience is an asset
- Prior experience working with Opera or a related system
- Strong interpersonal and problem-solving abilities
- Fluency in English; additional languages are a plus

WHAT IS IN IT FOR YOU:

- Joining Accor, the world leading hospitality group
- Joining Mövenpick, one of Accor's acclaimed premium brands with more than 110 properties worldwide and 50 planned by 2025
- Employee benefit card: discounted rates in Accor hotels worldwide
- Develop your talent: learning programs by Academy Accor
- Opportunity to grow within your property and across the world!
- Ability to contribute to local community and make a difference through our ESG activities, like Planet 21

HOW TO APPLY:

<https://careers.accor.com/global/en/job/P-127807/RESERVATIONS-AGENT>