



Cluster Reservation Manager

Immediate vacancy to be based at Anantara Kalutara Resort

Company Description

A luxury hospitality brand for modern travelers, Anantara connects guests to genuine places, people and stories through personal experiences and providing heartfelt hospitality in the world's most exciting destinations. From pristine islands and tropical beaches to cosmopolitan cities, tranquil deserts and lush jungles, Anantara welcomes guests for journeys rich in discovery.

Job Description

- As Cluster Reservation Manager you will drive the performance of the Cluster Reservations Team.
- You will ensure that all SOP's are being adhered to, responsible for training and coaching the team members and monitoring their performance. You will further be responsible for maintaining and improving reservations operations to ensure a high degree of accuracy in guest reservations, maximizing revenue opportunities and satisfaction of guests and team members.
- You will ensure monitoring of daily arrivals for all guest requests to be carried out and communicated to.
- You will drive the communication to other relevant departments, all realistic expectations of guests are met, and reservations are honoured.
- You will assist Revenue Management with inventory management, including maintenance of allotments, group blocks, and rate codes in all applicable systems.
- You will take personal responsibility for driving up- selling within the property and to ensure optimal use of all distribution channels, e.g. IBE, GDS, Tour Operators, Small Luxury Hotels, Regional and Corporate Sales Offices.

Qualifications

- Five years' experience in a Cluster Reservations Team inclusive of minimum two years' experience in a managerial capacity.
- Degree in hotel management will be an added advantage
- Familiar with the hotel operations available technology (PMS&RMS) and all distribution channels.
- Understand the dynamics of regional & local market, local competitors and events of the destination

If you are interested in joining our team, please **CLICK HERE** to apply or send your resume to hr.akal@anantara.com on or before **16th August 2022**.

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