



RESERVATIONS AGENT

Paralos Hospitality is a hotel management company based in Heraklion, Crete, overseeing a portfolio of 4 and 5-star hotels in Crete and Kos. Our portfolio of hotels showcases each region's culture, history, gastronomy, and natural attractions in contemporary designs and settings. Each Paralos Hotel connects the traveler to the destination for an unparalleled and authentic guest experience.

Position Summary

We are currently seeking a professional for the role of **Reservations Agent** at **Paralos Hospitality headquarters** in **Heraklion, Crete**. This position is for seasonal work, where your principal role will be to support guests in the reservation process, address inquiries, and offer information about the hotels.

Key Responsibilities

- Efficiently manage guest reservations through online platforms, email, or phone.
- Provide personalized customer service, addressing guests' inquiries and special requests.
- Accurately input and oversee reservation details within the hotel system.
- Maintain up-to-date reservation records using our reservation systems.
- Identify upselling opportunities, promoting supplementary services to enhance guest satisfaction and contribute to revenue growth.
- Collaborate seamlessly with other departments to ensure a cohesive and delightful guest experience.

Qualifications

- Previous experience in reservations preferably in the hospitality industry.
- Demonstrates outstanding communication and interpersonal skills.
- Strong organizational abilities with attention to detail.
- Customer-focused mindset and dedication to deliver exceptional service.
- Familiarity with reservation systems and PMS.

Benefits

- Competitive salary and benefits package.
- Opportunities for professional growth in a fast-paced working environment.

Send your CV to career@paraloshospitality.com