Job Title
Reservation Executive

Department
Reservation

Location
Bangalore

Reports To
Reservation Manager

Job Purpose

We are seeking a results-oriented and customer-focused Reservation Executive to manage end-to-end room and outing bookings, drive sales targets, and lead our direct sales team. The ideal candidate will have strong hospitality sales experience, proficiency in Prologic PMS, and the ability to deliver seamless customer experiences while maximizing business profitability.

Key Responsibilities

1. Financial Indicators

- **Revenue Reporting:** Report directly to the Accounts Head regarding all reservation revenues, including corporate outings, travel agent bookings, and direct sales for personal outings.
- **Payment & Documentation:** Collect payments and issue accurate booking vouchers and receipts to customers under direct sales and reservations.
- **Financial Monitoring:** Devise and maintain a mechanism to continuously monitor daily and weekly financial performance against targets, suggesting timely course corrections to senior management when required.
- **Target Achievement:** Meet sales and collection targets while actively managing top-line revenue and bottom-line profitability.

2. Customer Orientation & Process Indicators

- **Booking Maximization:** Drive maximum daily reservations by building strong customer relationships and delivering superior service.
- **Customer Escalation & Clarification:** Engage directly with customers to resolve confusion and provide clear, accurate information regarding resort facilities and tariffs whenever direct sales executives need support.
- **Client Relationship Management:** Maintain ongoing professional relationships with personal outing customers, staying in touch and assisting with their future needs.
- **Feedback Management:** Oversee all customer feedback to improve service standards and ensure high guest satisfaction.
- **Team Leadership & Coordination:** Manage, mentor, and support the direct sales team to ensure a smooth flow of bookings, while collaborating with divisional heads to achieve broader organizational goals.
- **Sales Reporting:** Submit comprehensive daily, weekly, and month-end reports detailing current sales positions against the sales plan, highlighting shortfalls and outlining corrective actions.

3. Learning & Development

- **Business Strategy:** Develop and execute innovative business strategies to drive growth in sales and reservations.

- **Onboarding & Induction:** Ensure all new recruits within the team complete the company's orientation and induction program before being assigned to active duties.
- **Training Needs Analysis:** Identify skill gaps and analyze training requirements to build an effective staff development program.

Authority & Decision-Making Power

The Reservation Executive holds the authority to:

- Approve and grant leave requests for direct subordinates.
- Authorize discounts, cancellations, and booking postponements under direct sales and reservations.
- Execute booking cancellations and amendments within the Prologic PMS software.
- Make final hiring decisions for direct sales and reservation team members.

Knowledge, Skills & Abilities (KSA)

- **Technical Proficiency:** Hands-on ability to operate **Prologic PMS** for end-to-end reservation processing.
- **Sales & Negotiation:** Strong negotiation skills with a proven ability to achieve sales figures and perform effectively under pressure.
- **Customer Empathy:** An empathic communicator capable of understanding the customer's perspective and resolving queries clearly.
- **Interpersonal & Team Skills:** Excellent relationship management skills with a collaborative, team-player mindset.
- **Results-Driven Mindset:** Self-driven, positive, and focused on maintaining high service quality alongside business profitability.

Qualifications & Experience

- **Education:** Bachelor's degree in any discipline. A postgraduate degree or diploma in Business Management (specializing in Sales and Marketing) is preferred not mandatory.
- **Experience:** 2 to 3 years of prior experience in a sales function, preferably within the **hotels and resorts** industry.