**SINAJ**

**SINAJ.375288@2freemail.com**

**Senior Reservation Agent**

**PROFILE**

Experienced hospitality professional, with a goal of achieving a challenging position in Hospitality. Highly skilled at multi-tasking and working under pressure, hospitality experience includes: Front Desk Operation, Housekeeping, Room Reservation, Travel arrangements, Inventory Control etc.

**EXPERIENCE**

**Sheraton Riyadh Hotel & Towers- Riyadh Saudi Arabia**

Senior Reservation Agent - 2012 SEPTEMBER TILL NOVEMBER 2017

Duties/ Responsibilities

## Handles daily correspondence, responds to inquiries and makes reservations as needed.

* Utilized proper selling techniques and strategies to maximize budgeted room occupancy and ancillary revenue goals
* Managed and distributed rates, promotions and inventory flawlessly across all channels
* Forecasted occupancy reports, projected revenue and daily pickups for daily upper management review.
* Daily review of PMS to ensure Rate, market codes etc.
* Process advance / Deposits etc.
* Perform daily office duties such as respond to all email inquiries; answer multiple phone lines, and process deposits, no-show fees etc.
* Update No-shows and cancellations on all OTA's without fail to avoid and unwanted commissions.
* Coordinate with sales team for group bookings and once the Group contract signed load it opera and follow up in different stages such as Tentative till Definite , and follow up the rooming list, billing instruction etc.
* Assist the Director of Revenue Manager with the day-to-day operations.
* Adjust rates according to suggestions from Yield or RM Systems
* Monitor all Tentative / Provisional / Waitlisted bookings entered on the system and follow up done for deposits / guarantee.
* Work in liaison with hotel sales and reservations departments as a team
* Evaluate performance of distribution partners and contracted rates (OTA, FIT, tour operator, corporate, consortia, crew, groups, etc. )

**ACCOMPLISHMENTS AND AWARDS**

• Contribute to boost Rooms sales and used Upselling technique to reach Forecast / Budget

* Assisted in developing ideas for holiday promotions that increased reservations.

• Being selected as Heart of the House twice for Excellent Service – 2017January and 2015 June

* Trained the reservations staff on effective telephone sales techniques to drive revenue
* Assisted to achieve budget / Forecast

**Realis & Chateaux - Cochin India**

Front office Executive – Guest Service Agent **-** 2008 NOVEMBER– 2010 DECEMBER

Duties/ Responsibilities

## Consistently greet customers in a friendly and courteous manner according to Hotel standards

## Engage each customers as a unique individual and listen attentively to Customer requests

## Perform accurate check-ins and check-outs of customers daily

## Anticipate and address customers service needs

## Listen to customers complaints or concerns and resolve Guest issues in a timely manner

## Promote a safe working environment

## Learn and adhere to all fire and emergency procedures, including procedures for handling of the fire panel, ensuring guest safety and participate in an evacuation if necessary

## Practice safe working habits, reporting hazards,

## Maintain the Cleanliness of Hotel lobby and reception area, inform HK Team if any discrepancy.

## Comply with the Hotel Policies, Procedures and Code of Ethics

**CAREER COMPETENCIES**

* Advanced Communication Skills
* Multi-Cultural sensitivity and awareness – 05 years of in hand experience in Middle East
* Do accepts responsibility irrespective of reward and recognition
* Experience in OPERA PMS, Revenue Optimization System, Valhalla , OTA Extranets (Booking.com. Expedia, laterooms.com)
* MS Office / Word/ Excel and Outlook

**EDUCATION**

• 2010 - 2013 Completed Bachelor in Business Administration, Albedo School of Management, India

• 2007 - 2008 Certificate in Hospitality Management, State Institute of Hotel Management (FCI), India

• 2006 – Successfully passed Higher Secondary certification, Kerala State Examination Board. HSE

**TRAINING**

* 2014 - Completed Sheraton Service Culture Training by Starwood Hotels & Resorts Intl, Saudi Arabia
* 2016 –Completed Data Handling Procedures - Starwood Hotels & Resorts Intl, Saudi Arabia
* 2017 –Completed Information Security and Protection Training (ISPT) - eLearning 2017
* 2017- Completed Training in Global anti-Corruption - eLearning 2017