

Reservation Manager

Our Jungle Resorts - Khao Sok, Thailand

Our Jungle Resorts in Khao Sok is looking for an experienced Sales & Marketing Coordinator. There are 42 bungalows and treehouses across two properties - Our Jungle House and Our Jungle Camp Eco-Resort. For over 35 years, we have been a leading example of nature tourism and sustainable practice.

The Thai or Foreign candidate needs to be able to work effectively in a mixed team, ensuring that reservations are fulfilled in a timely manner while meeting all deadlines. You will work closely with our sales, customer service, and operations teams to ensure that all details of the reservation are accurate and that our clients' needs are being met. In this role, excellent customer service, attention to detail, and strong organizational skills are a must.

Our Jungle Resorts will provide an appealing compensation package, inclusive of government health insurance, performance-based bonuses, and food & accommodation while working onsite.

Required Skills and Competencies

- Knowledge of the Reservation Procedure, hotel and guest room facilities/services and ensures reservations teams are equally knowledgeable.
- Customer service skills and attitudes are at the heart to ensure the ability to interact with customers in a friendly and helpful manner.
- Communicates both written and spoken effectively and concisely with customers, team members and other managers.
- Experience related to tourism including some supervisory experience; or any equivalent combination of training and experience.
- Fluent in written and spoken English. Able to speak Thai will be advantageous.

Job Responsibilities

- Manage the booking process for direct booking and tour agents and work closely with the reservation staff to ensure it runs smoothly.
- Responsible for preparation of occupancy and forecast, recording direct rates in the system.
- Keep abreast of changes in rates, promotions, and policies in order to provide accurate information to guests.
- Monitor the reservation system for errors and take appropriate action to resolve them.
- Create excellent guest experience, upselling products, and make aware of what guests want and how to meet their needs during the reservation process.
- Ensure special handling of repeat guests and very VIP guests and supervising Group Reservations.
- Process payments and handle financial transactions related to reservations.
- Handle guest complaints or concerns in a professional and courteous manner, escalating to management as necessary
- Follow up tentative bookings and update reservation status. Reviews no-show and cancelled reservations and processes charges according to hotel's policy
- Responsible for the work schedule and assist with training new reservation agents as needed
- Generate various reports related to reservations as needed and present to the directors and general manager as needed.
- General operations support as needed (guest relations, problem solving, etc.)

Compensation depends on experience.

Interested candidates may send your resume together with an introduction email to manager@ourjunglekhaosok.com

Only shortlisted candidates will be contacted.