

RESERVATION AGENT

Do you love providing guests with memorable experiences? Are you warm and personable, yet have a contagious energy that inspires others? Then we may have just what you are looking for.....

The Art Series Hotel group are looking for a flexible, open minded and experienced Reservations Agent to support up to six Art Hotels in our central office. This is a full time role reporting to the Group Revenue and Distribution Manager.

The Art Series Hotel Group is a group of 5 star boutique luxury Hotels, strategically nestled in Melbourne's cultural, affluent, artistic and fashionable inner east. Each Art Hotel is named after and takes design inspirations from Australia's greatest artists.

Newly opened in October 2009, the Cullen takes pride of place opposite the Prahran markets on Commercial Road. The Groups Flagship Hotel, the Olsen opens in early March 2010, seconds from stylish Chapel street, South Yarra and close to the Blackman due to open in July 2010 in St Kilda road.

Brimming with artwork – both original and prints, you could be working amongst the treasured mystical landscapes of John Olsen, delicate scenes of Charles Blackman or the controversial works of Adam Cullen.

KEY RESPONSIBILITIES WILL INCLUDE:

- Offering outstanding guest service for telephone reservation enquiries for up to six hotels.
- Processing reservation enquiries received via fax and email in a timely manner
- Assisting revenue manager with loading rates via art series website and third party booking websites
- Ensure revenues are maximised by complying with revenue management strategies.
- Understanding our guests who are proud of knowing what is fine and seek unique and luxurious hotel experiences.
- Providing guest service that is inspirational, accessible, personable, welcoming and warm.

THE IDEAL CANDIDATE WILL POSSESS:

- At least 2 years experience with Opera in a reservations or front office role
- Excellent upselling and conversion skills.
- Attention to detail and strong organisation skills
- Well developed relationship building and telephone skills.
- A passion for exceeding guest expectations within a luxury hotel group
- Excellent communication skills with other departments and the ability to follow up to ensure guests requests have been delivered.
- The ability to offer personalised service and display empathy for guests whilst managing time efficiently.
- A passion to embrace the art culture.
- Understanding of the Prahran and South Yarra diverse demographics and nuances of it's culture.
- Appreciation and discretion of the needs and expectations of high end travellers in all market segments.

It is preferred that candidates will have experience working in the Melbourne market, although not essential. If you have what we are looking for, then do not miss this opportunity!

Please email your cover letter and resume to careers@artserieshotels.com.au