



WE ARE
HIRING



SALES & RESERVATIONS COODINATOR

*Are you skilled at building connections with guests and guiding them toward making reservations through a warm, customer-focused approach?
Join our team in a collaborative and dynamic environment!*

MAIN ROLE & RESPONSIBILITIES

- Engage with prospective guests and travel partners to convert inquiries into bookings, promote resort offerings, and manage group bookings and special events.
- Accurately manage reservations, coordinate with departments to prepare for guest arrivals, monitor room availability, and maintain up-to-date records to ensure smooth operations.
- Proactively offer upgrades, dining options, and luxury experiences to enhance the guest experience, promote resort facilities to boost sales, and track upselling effectiveness to meet revenue and occupancy goals.
- Provide a personalized booking experience, address guest inquiries professionally, offer tailored recommendations, and handle feedback, special requests, and complaints with diplomacy, escalating as needed.
- Prepare regular reports on occupancy, revenue, and booking trends, conduct audits to ensure reservation accuracy, and maintain an organized system for guest records and changes.

ESSENTIAL SKILLS & REQUIREMENTS

- Experience: 3 years or more experience in sales, reservations, or a guest service role, ideally within a luxury hotel or resort.
- Degree in Hospitality, Business, or a related field is preferred.
- Fluent in English. Dutch is a pre, with excellent communication, organizational, planning and sales skills, strong attention to detail, effective multitasking.

To apply, please send your resume and cover letter to hr@baoase.com.