



CALL CENTER RESERVATION AGENT REPORT TO: RESERVATION SUPERVISOR

Located in downtown of Vancouver, Aldesta Hotel Group (www.aldestahotels.com) owns three properties in British Columbia and one on Heron Island, Australia. We are looking for a Full Time Call Centre Reservation Agent to assist with call volumes for our new Resort in Australia.

Reporting to Reservation Supervisor, the Call Center Reservation Agent will be the first point of contact for customer phone calls. The Call Center Reservation Agent is responsible for reservation bookings by providing accurate and timely property information to customers.

JOB RESPONSIBILITIES

- Provide resort information to customer regarding destination, transportation and accommodation options and costs, and recommend suitable room bookings and packages.
- Assist with guest's inquiries including events, dinner reservations and other property services with the ability to upsell services.
- Plan and organize vacation accommodation for individuals or small groups.
- Make transportation and accommodation reservations using computerized reservation and ticketing system.
- Sell accommodation bookings and package tours to clients.
- Promote particular destinations, room packages and other travel services.
- Provide travel tips regarding resort attractions, accommodations, and travel safety.

QUALIFICATIONS

- 1-2 years of call center and/or hospitality hotel experience.
- Excellent phone etiquette with great communication and customer service skill.
- Ability to multitask on the phone and type simultaneously.
- Ability to work morning and evening (3pm – 11:30pm) shifts.

Aldesta Hotel Group is one of the subsidiaries of Saliance Global Holdings (www.saliance.ca). Supplementary Benefits provided after successfully complete three-month probation period.

Salary: \$17.50 /hour

To apply, email your resume to careers@saliance.ca