

RESERVATION AGENT

Armani Hotel Milan, 5 stars luxury hotel located in the heart of the famous Milan fashion district, is looking for a Reservation Agent in the Reservation department.

MAIN RESPONSIBILITIES

- Handling inbound Reservations telephone calls in a polite, professional and efficient manner, meeting the needs of the guest at all times;
- Answer and converse with guests in a professional and efficient manner over the phone;
- Communicating in a polite, efficient and friendly manner with team members and other departments at all times;
- Ensure that any matter relevant to guest satisfaction is communicated appropriately, allowing for corrective measures to be taken;
- Ensure high standards of personal presentation and grooming.

QUALIFICATIONS AND EXPERTISE

- Proficiency in English and Italian – Third language would be a plus
- Proficiency in Opera
- Previous experience in similar and/or related fields in a 5* Hotel
- Excellent communication skills

Applicants must hold legal authorization to work in Italy at the time of application.

ADDITIONAL INFORMATION

Type of work: Full time

Location: Milan, Italy

Department: Reservation

Languages: English, Italian

Start Date: December 2021

Contract: 6 months

Other advantages: Meals in our Staff canteen; Uniform and laundry service; tailored training programs; Company discounts on Armani shops.