

ARMANI

Hotel Milano

RESERVATION MANAGER

Armani Hotel Milan, 5 stars luxury hotel located in the heart of the famous Milan fashion district, is looking for a Reservation Manager to join our Reservation Department.

MAIN RESPONSIBILITIES

- Oversee, support and drive all aspects of the Reservation Department, ensuring to achieve the highest possible occupancy levels for the purpose of maximizing room revenues and profit.
- Ensure that the Reservation lines are attended at all times during scheduled hours and that sufficient staffing is present to meet the daily business demands.
- To analyze the current revenue generation trends of the Armani Hotel Milano, in order to identify critical areas for Revenue Enhancement.
- To set in place benchmarking and monitoring mechanisms at all units that will permit the constant tracking of financial results through the course of the year, and proactively permit the identification of need and opportunity areas.
- To optimize forecasting through the use of the revenue management system, Yield and other currently available business intelligence tools.
- To analyze customer segmentation for each unit to determine the optimal customer mix based on overall revenue objectives.
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- Provide hands-on training for staff on a continuous basis.
- Ensure staff's knowledge of hotel services, features and amenities.
- Keep the Director of Revenue informed of staff progress, operational changes, challenges, complaints, etc
- Accommodate all guest requests in an accurate and efficient manner.
- Monitor and handle guest complaints/disputes following procedures and ensuring guest satisfaction.
- Monitor the daily bookings received from the Website / GDS / ADS for the last 24 hrs to ensure all aspects are actioned properly.
- Provide team with updated room availability to maximize sales opportunities and minimize regrets build-up.

QUALIFICATIONS AND EXPERTISE

- Proficiency in Opera.
- Previous experience in similar and/or related fields in a 5* Hotel.
- At least 2 year-experience at same level.
- Hotel Management.
- Fluent English and additional languages desirable

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

ARMANI HOTEL MILANO
Via Manzoni 31 20121 Milano

Telephone +39 02 8883 8888 | milan@armanihotels.com | www.armanihotels.com

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ADDITIONAL INFORMATION

Type of work: Full time

Location: Milan, Italy

Department: Reservation

Languages: English, Italian

Start Date: December 2021

Contract: 12 months

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

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