



GERMAN SALES & SERVICE ASSOCIATE

RESERVATIONS, STARWOOD CUSTOMER CONTACT CENTER – CORK, IRELAND

JOB DESCRIPTION

Receive and process calls from travel agents, business houses and the general public, book reservations, provide information on all Starwood brands/properties in a professional manner with specific emphasis on sales and service to the caller in accordance with guidelines, policies and procedures.

REQUIREMENTS

- Participate in a training programme to learn reservations policy and procedures, sales and computer system techniques. Successfully pass the initial training period. Show competence in handling calls and completing a reservation from beginning to end. This involves the ability to memorize and process an extensive amount of information with the computer system in order to handle any caller's request.
- Using a computerized reservations system, receive calls from travel agents and the general public, booking reservations, canceling reservations, provide information on room availability, rates, packages, amenities and other information requested by the caller using appropriate call handling guidelines. This involves the ability to sit and view a computer terminal for an entire shift, with the exception of scheduled breaks.
- Use a clear and distinct speaking voice, probe for customer needs and listen attentively in order to obtain a reservation.
- Use effective sales techniques and checks for alternate properties in order to obtain the highest room revenue and sales conversion rate possible.
- Maintain a level of sales conversion, which meets performance standards.
- Maintain good conversation control during each call in order to effectively manage difficult customers in a diplomatic manner.
- Strive to complete all reservation requests in an accurate manner in an effort to minimize errors, which could result in monetary losses to the hotel and to our office.
- Maintain an active status at all times in order to be available for incoming calls and meet call efficiency standards. Ensure an efficient level of handling time to maximize the number of calls we are able to receive and meet performance standards.
- Attend briefings and hotel presentations in order to have up-to-date information on all company's policies, procedures, properties, promotions and special programs.

- Report to work each day as scheduled and in a punctual fashion and return promptly from breaks and lunches ensuring that all calls are answered promptly.
- Maintain a vocal image, which reflects a friendly, helpful and professional demeanor in order that each caller is left with a positive impression of our organization and its staff.
- Follow company policy as it relates to work behavior and work performance in order to maintain a productive work environment and good relations with supervisors and co-workers.
- To provide support to the operational needs of the Cork Customer Contact center when deemed necessary by the Director of the center.

Ability to work independently and have strong aptitude for Sales and Customer Services. Fluent in German and in English.

Starwood Hotels & Resorts is an Equal Opportunities Employer.

DEPARTMENT

Sales & Service

LOCATION

Cork, Ireland

COMPANY DESCRIPTION

Marriott International is the world's leading global hospitality company, with more brands, more hotels and more opportunities for associates to grow and succeed. With 5,700 properties, you'll find us in your neighborhood and in more than 110 countries across the globe. Learn about our 30 hotel brands at www.marriott.com/marriott-brands.mi. Find Your World.™

WEBSITE

<http://www.starwoodhotelsccc.com/cork>

APPLICATION

Send your CV and cover letter to andrea.lange@starwoodhotels.com

