



Central Reservations & Rewards (CRR) Consultant

- Full Time Position
- Casual Position

Rapidly Growing Company, Rewarding Career, Envious Company Culture and Convenient Location.

SilverNeedle Hospitality is an integrated management, development and investment company with hotels and resorts located throughout the Asia Pacific Region and have an exciting opportunity available in their Sydney head office based in Chatswood.

Our Central Reservations and Rewards Consultants are responsible for maximising hotel occupancy and revenues through effective use of conversion techniques and The Escape Club, frequent guest reward program, maintenance of various distribution channels and systems, supporting hotels, customers and the marketing team.

A successful CRR Consultant will work well as part of an active, professional and enthusiastic team, have excellent attention to detail, strong verbal communication skills, and an interest in pursuing a career in hospitality and tourism. You must be prepared to work on a rotating roster. Full training and career progression will be provided to the right candidate.

AREAS OF RESPONSIBILITIES

- Receiving and entering reservation enquiries, bookings via phone, GDS, web and email across SilverNeedle Hospitality network.
- Maximising hotel occupancy and revenues through effective use of conversion techniques
- Support & training of hotel staff and members of our Loyalty program, The Escape Club
- Maintenance of SilverNeedle Hospitality and The Escape Club booking engine & website, including updating content, images, packages/rates etc.
- Maintenance of all other third party distribution channels; including rate loading, rate updates, troubleshooting and adding of new hotels to the channel and removing exiting hotels.

EXPERIENCE & QUALIFICATIONS REQUIRED

- Strong computer literacy, with knowledge of computer reservations systems including Opera, Myfidelio, Pegasus, The Booking Button an advantage.
- Completion or in the process of completion of relevant tertiary qualifications
- Strong communication and customer service skills
- Attention to detail an absolute must
- Knowledge of key destinations within the Asia Pacific region or having recently travelled throughout these countries will be highly regarded.
- Hospitality/ Tourism experience a definite advantage.

Please send your resume to: jmckinnon@silverneedlehotels.com.au.

Applications close 16th December 2011.