

## Job Announcement:

*We are seeking talented and dedicated individuals who are driven by excellence to become part of our esteemed team.*

### POSITION:

## Reservations Agent

Location : Coco Bodu Hithi (Maldives)  
Job Type : Full-Time

### OVERVIEW:

The **Reservations Agent** is responsible for reservations operations and services, managing email correspondence, addressing booking inquiries, demonstrating product knowledge, and effectively utilizing upselling skills.

### KEY RESPONSIBILITIES:

- Manage reservations and assist guests with booking inquiries, ensuring a seamless and delightful experience from start to finish.
- Collaborate effectively with the sales and marketing teams to maximize occupancy and revenue while delivering exceptional customer service.
- Process reservations promptly, responding to guests' queries, and maintaining accurate records of bookings.
- Monitor market trends proactively and collaborate with other departments to enhance the overall guest experience at our luxurious resorts.

### QUALIFICATIONS:

- Minimum college diploma or bachelor's degree in hospitality, tourism, or a similar field.
- Minimum of 1 year in reservations agent roles within midscale or luxury hotel brands.
- A strong command of both written and spoken English is essential.
- Proficiency in the use of Opera PMS is preferred.
- Any additional foreign language is a plus.

### PERSONAL QUALITIES:

- Excellent communication, customer service, interpersonal, and problem-solving skills for hospitality.
- Demonstrates reliability and integrity, with the ability to work under tight deadlines and a sense of urgency.
- Can work under pressure in a fast-paced environment, with a positive & flexible attitude.
- Attention to detail and the ability to manage multiple tasks efficiently.

### BENEFITS:

- Competitive Salary Package
- Professional Development Opportunities

*Please note that this position is based at the Coco Bodu Hithi resort, which is a 35-minute speedboat ride from Male.*

*If you possess the requisite qualifications and a commitment to excellence, please submit your CV to [careers.boduhithi@cococollection.com](mailto:careers.boduhithi@cococollection.com) by 26<sup>th</sup> September 2026. Please note that only shortlisted candidates will be notified.*