



A R E N A
HOTELS

A View of Tranquility

We're Hiring!

Reservations Executive

Arena Hotels is looking for passionate Reservations Executive to join our team in the Maldives

Key Responsibilities

Manage Reservations: Handle telephone and email enquiries promptly and professionally, ensuring accuracy in all bookings.

Guest Services: Process room requests, changes, and cancellations while addressing guest queries. Identify guest needs, recommend appropriate room types, and accommodate special requests.

Booking Management: Ensure all guests are aware of booking conditions, including hotel guarantees, special rates, and cancellation policies. Produce accurate quotations and confirmations for clients.

PMS System Management: Input rooming lists, set up billing accounts, process advance deposits and refunds, and ensure all bookings are guaranteed with proper no-show and late cancellation charges applied.

Customer Satisfaction: Take ownership of any guest issues or complaints, escalating serious concerns to the Reservations Supervisor or Manager. Communicate VIP reservations and upcoming bookings to the reception team.

Revenue Maximization: Ensure every opportunity is taken to maximize revenue, including negotiating rates where appropriate and adhering to the hotel's credit policy.

Application Deadline: 12 September 2026

Interested candidates are requested to email their CVs to
hr@arenabeachmaldives.com

Only shortlisted applicants will be notified for interview

Arena Hotels, K.Maafushi 08090, Maldives