

JOB VACANCY (1)

Reservations Executive

Location: Bison Maldives, Head Office

Job Description

We are looking for a customer-focused and organized Reservations Executive to manage hotel reservations, booking channels, room inventory, and guest enquiries. The successful candidate will work closely with Front Office, Sales & Marketing, and Operations teams to ensure smooth reservations, maximize occupancy, and deliver excellent guest service.

Key Responsibilities

- Manage reservations, confirmations, amendments, cancellations, and booking enquiries across all channels.
- Maintain accurate reservation records, room availability, rates, and allocations in the PMS and OTA platforms.
- Handle deposits, special requests, VIP arrangements, and reservation documentation.
- Monitor room availability and booking pace to support occupancy and revenue.
- Coordinate with Sales & Marketing on promotions, group bookings, and room allocations.
- Prepare daily arrival lists, occupancy reports, and reservation summaries.
- Coordinate with Front Office, Housekeeping, Finance, and other departments for smooth guest arrivals.
- Provide accurate information on rooms, packages, transfers, excursions, and hotel services.
- Handle guest enquiries and reservation-related complaints professionally.
- Assist with Front Office duties when required.

Requirements

- Diploma or Bachelor's Degree in Hospitality, Tourism, Business Administration, or a related field.
- Minimum 2 years' experience in hotel reservations, front office, or guest services.
- Experience with PMS and OTA platforms.
- Good knowledge of hotel reservation procedures and revenue management.
- Excellent communication, customer service, and organizational skills.
- Proficiency in Microsoft Office applications.
- Ability to work effectively in a fast-paced hospitality environment.

Join Bison Maldives and be part of a professional team committed to delivering exceptional guest experiences. Interested candidates are encouraged to apply with an updated CV.

Salary: MVR 12,000 (negotiable based on qualification and experience)

How to Apply

Interested candidates are invited to submit their CV and relevant qualifications to:

Email: jobs@bison.com.mv

Deadline: 25th Aug 2026

Contact: 960 3302406