



EKHO Hotels and Resorts is a leading hospitality brand in Sri Lanka, offering exceptional experiences and luxurious accommodations across various scenic locations. We pride ourselves on our commitment to excellence and our dedication to providing unparalleled service to our guests.

## Executive Reservations

*The ideal Executive Reservations candidate is an enthusiastic, detail-oriented professional passionate about exceptional customer service. 2-3 years of experience in reservations or front office roles in a similar capacity. Highly organized and capable of multitasking, they excel in team environments with excellent communication skills and a proactive attitude. Their ability to upsell and knowledge of reservation systems make them a valuable team asset.*

### ***Main Duties and Responsibilities:***

- Manage individual and group reservations.
- Provide excellent customer service for inquiries and bookings.
- Maintain accurate booking records.
- Coordinate with other departments for smooth handling of reservations.
- Upsell additional services and amenities.
- Resolve reservation issues and discrepancies.
- Generate reservation activity reports.
- Support the reservations team as needed.

***Apply via Topjobs or Email your curriculum vitae to [careers@ekhohotels.com](mailto:careers@ekhohotels.com) together with the names of three non - related referees. Indicate the position applied for on the subject line of the email when sending your CV. Only shortlisted candidates will be notified.***