

**Job Title: Gest Relations Officer /Reservation Officer****Location: Piliyandala**

Thotupola Lakeside Hotel is a premier destination for relaxation and adventure, with breathtaking views, we provide an unforgettable experience for our guests.

**Job Description:**

We are seeking a dedicated Reservation Officer to join our team and assist in managing our guests' reservations. The Reservation Officer will be responsible for handling inquiries, booking accommodations, and ensuring guest satisfaction throughout their stay.

**Responsibilities:**

- Respond to guest inquiries via phone, email, and in-person with professionalism and efficiency.
- Manage reservations and ensure accuracy of booking information.
- Coordinate with other departments to fulfill guest requests and preferences.
- Provide guests with information about resort facilities, services, and local attractions.
- Process payments and maintain accurate records of transactions.
- Assist in resolving any guest concerns or issues during their stay.
- Collaborate with the sales and marketing team to promote special offers and packages.

**Requirements:**

- Previous experience in hospitality or customer service preferred.
- Excellent communication and interpersonal skills.
- Strong organizational abilities and attention to detail.
- Proficiency in computer systems and reservation software.
- Ability to multitask and work well under pressure.
- Flexibility to work evenings, weekends, and holidays as needed.

**How to Apply:** If you are passionate about providing exceptional guest experiences and thrive in a fast-paced environment, we want to hear from you! Please send your resume and to [hrm@thotupolalakeside.lk](mailto:hrm@thotupolalakeside.lk). with the subject line "Reservation Officer Application - Join our team and be part of creating unforgettable memories for our guests.