



As of **1st of June 2024** (or upon agreement), we are looking for **two**

Hotel Reservations Coordinator

to extend our Destination Services Team in **Zürich**, Switzerland.

About Kuoni Tumlare:

At Kuoni Tumlare, we deliver truly inspiring and innovative solutions and experiences that create value both for our Partners and Society at large. Our wide portfolio of products and solutions is built on 100+ years of destination management experience. Our solutions include series tours, technical visits, educational tours, Japanspecialist travel consulting, as well as meetings, incentives, conferences, and exhibitions. Our product portfolio includes MyBus excursions at destinations as well as guaranteed departure tours devised and delivered by our Seat-in-Coach specialists, Europamundo (EMV) and MyBus Landcruise. We cater to a wide range of customer needs in close collaboration with our trusted suppliers and powered by our team of destinations experts - enabling us to make a real difference to the world.

About the Business:

Our Destination Services Team form the core of our business. We take care of everything from ground support, hotel bookings, sightseeing, restaurants, and local guides; all while providing 24/7 customer support so that travelers from over 50 countries can enjoy memorable travel experiences worry free.

The Job:

Our Hotel Reservations Coordinators support the Swiss market by confirming hotels within the agreed specifications (e.g., Budget, Quality, Deadlines) maintaining a constant relationship with sales, procurement, and local suppliers. They are members of our Destination Management Services Team.

This roles report to the Hotel Reservation Lead and are based in Zürich.

Responsibilities and key tasks:

- Ensure the delivery of high level service to the group's sales teams, confirming reservations within deadline and maximizing profit via the booking system
- Ensure daily priorities, as defined by the supervisor or manager
- Ensure priority list, check update and new coming tours
- Prioritize business to properties according to procurement strategy, hotels with partner agreement and group allocation (efficient usage of allocation)
- Negotiate rates, supplements, free pax policy, prepayments, and cancellation policy
- Optimize the usage of the web booking tool & overbooking

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Kuoni Global Travel Services (Schweiz) AG
Elias-Canetti-Strasse 2, CH-8050 Zurich, Switzerland

Job Requirements

Requirements:

Essential knowledge and experience:

- Professional hotel and tourism qualification or working experience in the travel or hotel industry
- Fluency in English with a second European language, preferably German, French, or Italian
- Ability to communicate on all levels and in a multi-cultural environment
- Excellent problem-solving skills both proactively and ongoing
- Ability to work within high-pressured environment
- Strong analytical and organizational skills
- Ability to prioritize and qualify work
- Proven ability to negotiate
- Proficient in all Microsoft programs

We Are Looking for this personality:

- Excellent attention to detail
- Good communication skills
- Team player
- Critical thinker

What We Offer:

- Opportunity to work in an international environment
- Diverse & Inclusive culture
- Opportunities to learn & grow
- Dedicated wellbeing schemes
- Flexible & Remote Working

For further information and to apply, please go to [Careers homepage \(kuonitumlare.com\)](https://kuonitumlare.com)

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