



JOB TITLE	RESERVATION OFFICER	LOCATION	LANZAROTE
DEPARTMENT	Booking Department	SALARY	ACCORDING TO THE "CONVENIO COLECTIVO DE HOSTELERÍA DE LAS PALMAS"
START DATE	11/05/2026	CONTRACT TYPE	INTERNAL PROMOTION
REPORTS	Reception	CONTACT	careers@clublasanta.com

JOB DESCRIPTION:

As a **Reservations Officer**, you will be the professional responsible for managing and optimizing hotel reservations, ensuring proper customer service before their arrival. You will be responsible for receiving, processing, and confirming reservation requests thru various channels, as well as informing about rates, availability, and conditions. Additionally, you will assist in maximizing occupancy and revenue, keeping management systems updated, and ensuring a smooth and satisfactory experience for the customer from the first contact.

CANDIDATE PROFILE

- Teamwork and positive attitude.
- High customer orientation.
- Organizational and time management skills.
- Good communication skills.
- Proactivity and adaptability to dynamic environments.
- Attention to detail and quality orientation.

REQUIREMENTS:

- Previous experience in hotel reservations management and practical knowledge of Channel Manager tools, Booking Engine, and PMS systems, preferably Opera Cloud.
- Degree or training in Tourism, Hospitality Management, or a related field.
- High level of Spanish and English, both spoken and written (essential).
- Additional languages will be considered an asset, especially French and German.
- Proficiency in IT tools (Excel and Monday).
- Organized, proactive profile with a strong customer-oriented approach.



MAIN FUNCTIONS:

- Comprehensive management of individual and group reservations thru various channels (phone, email, platforms).
- Control and updating of hotel availability, rates, and occupancy, including the management of possible overbooking situations.
- Supervision and control of billing related to reservations.
- Frequent use of management tools such as Excel and Monday for task tracking and organization.
- Customer service and advice before their arrival, ensuring a smooth experience from the first contact.
- Continuous coordination with the different hotel departments to ensure proper operational functioning.

The position includes a weekly rotation of duties, promoting continuous learning and the development of a comprehensive understanding of the reservations department.

WHAT WE OFFER

- Schedule from Monday to Friday from 08:00h to 16:00h.
- Weekends and holidays off.
- Salary according to the agreement.
- Collaborative work environment.
- Access to training courses for both professional and personal development.

If you are interested in applying for this position, please submit a cover letter and resume detailing your relevant experience and why you are an ideal candidate for the position to careers@clublasanta.com. We look forward to hearing from you.