



<b>JOB TITLE</b>	Reservations Controller	<b>LOCATION</b>	LANZAROTE
<b>DEPARTMENT</b>	Booking Department	<b>SALARY</b>	34,000 GROSS ANNUAL
<b>START DATE</b>		<b>CONTRACT TYPE</b>	
<b>REPORTS</b>	Reception	<b>CONTACT</b>	careers@clublasanta.com

### **JOB DESCRIPTION:**

We are looking to incorporate a **Reservations Controller** to ensure the proper control, validation, and monitoring of the hotel's reservations, availability, allotments, contracts, and commercial conditions.

The selected candidate will be responsible for reviewing the quality of data in the PMS, detecting availability or loading issues, controlling allotments and releases, supporting the Revenue and Sales departments, and ensuring that reservations are correctly aligned with the hotel's operations and strategy.

Experience in hotel reservations, PMS systems, availability control, tour operations, advanced Excel, and strong analytical skills is required.

Knowledge of Opera Cloud, Channel Manager, and Revenue Management will be considered an asset.

The position requires a methodical, detail-oriented, solution-driven person with both operational and commercial vision.

### **CANDIDATE PROFILE**

- Teamwork and positive attitude.
- High customer orientation.
- Leadership skills
- 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:**

- Full management of individual and group reservations through different channels (telephone, email, platforms)
- Control and updating of hotel availability, rates and occupancy, including management of potential overbooking Situations
- Supervision and control of reservation-related invoicing
- Regular use of management tools such as Excel and Monday for task tracking and organisation
- Customer support and guidance prior to arrival, ensuring a smooth experience from the first contact
- Ongoing coordination with different hotel departments to ensure correct operational performance

The position includes a weekly rotation of duties, promoting continuous learning and the development of a global 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.



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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](mailto:careers@clublasanta.com). We look forward to hearing from you.