

Joana Marie V. Suba

HOTEL REVENUE AND RESERVATIONS OFFICER

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Objective

To contribute exceptional customer service, communication and organizational skills to a challenging position that offers professional growth and offers opportunities for a higher level of responsibility and advancement.

Experience



IHG Hotel and Resorts Group /2021-2022

Makati Metro Manila, Philippines

Reservations Sales Specialist

Duties and Responsibilities:

- An expert in providing travel advice and solutions. A critical customer touch point for delivering on our IHG brand experience.
- A brand champion, taking pride in using every customer interaction to educate guests about our brands and products.
- Empowered to make creative decisions using tools and market insight that will deliver on the unique travel needs of our guests, to drive revenue and customer loyalty.
- Passionate for learning and developing themselves to be the best in an ever-evolving role. Essential Duties and Responsibilities:
- Provide an industry-leading reservation solution in English and one or more language for all contacts
- Champion Brand Hearted behaviors by demonstrating knowledge, passion and pride.
- Embrace the global and cultural diversity of our guest and business needs.
- Consistently meet or exceed defined performance expectations (revenue, conversion, quality, partner offers, guest satisfaction, etc.) as set by management despite difficulties or obstacles.
- Build rapport with guests through active listening, maintaining an appropriate pace and using a conversational approach to deliver a warm and friendly guest experience.
- Inspire loyalty through personalized and efficient service driven by the guest's needs.



Royal Rose Hotel - City Seasons Group of Hotels /2017-2019

United Arab Emirates

Position: Group Task Force Revenue & Reservation Agent

- Primarily handling all Properties of City Seasons Group of Hotels
- Supervising process and procedure taken from front office and reservations
- Ensure to determine competitive prices to be updated to increase reservations and more revenues
- Daily monitoring ARR, occupancy and promotion applied to be reported to the revenue manager.
- Assisting making contracts for sales team; corporate, gov't and travel agent accounts.
- Daily dashboard and revenue report directly to the GM
- Updating reports on daily basis for DCT, DAT and STR
- Directly reporting to General Manager for admin task and all department for approval
- Handling minutes of the meeting together follow-ups and pending approvals
- Handles daily correspondence, responds to inquiries and makes reservations as needed.



Xclusive Group of Hotels 2016-2017

United Arab Emirates

Position: Cluster Sales and Reservations

- Provides assistance with the E-Commerce Manager directly uploading of rates and making comparison to competitor.
- Directly operating extranet online system
- Daily monitoring of ARR and Occupancy directly reported to GGM.
- Knows the selling status, rates, and benefits of all packages plans.
- Knows the credit policy of the hotel and how to code each reservation.
- Creates and maintains reservation records by date of arrival and alphabetical listing.
- Prepares letters of confirmation & manual invoices.
- Communicates reservation information to the front desk.
- Knows the type of rooms available as well as their location and layout.
- Handles daily correspondence. Responds to inquiries and makes reservations as needed.
- Tracks future room availability on the basis of reservations, and helps develop forecasts for room revenue and occupancy.



Cebu Pacific Airline 2007-2016

Domestic Airport Rd. Pasay, Metro Manila

Position :Reservation and Ticketing Officer

- Deals with customer service and ticketing department focusing on handling passengers and providing the right information about the flight. Includes but not limited to, anticipating customer needs, suggesting alternatives and problem solving and is able to satisfy those needs with a minimum amount of supervision.
- Ensure confidentiality, integrity and availability of information, records or processes associated with the services provided.
- Coordinate with other internal departments to deliver seamless service to customers
- Coordinates with Credit Card companies and other concerned departments (Reservations/Call Center, Ticketing, E-Commerce, Airport Stations) in relation to fraud transactions
- Provides customers with pertinent information regarding travel requirements.
- Promote other 5J products such as Tour packages, Payment Center, Text Ceb, Ancillary Products, etc...
- Call out guests affected by flight disruptions, as assigned.
- Coordinate with tour operators and process tour packages, as assigned.
- Facilitate issuance of Confirmed Itinerary and prepare Sales Report, as assigned.

Educational Background: Technological Institute of the Philippines

Bachelor of Commerce | Major in Business Management

Exact college of Asia 2023

Major Bread and Pastries Making | Business Owner

Systems and Applications

- Pms Opera-Full version /IDS/PMS/Work Space /Str/AUH govt Sites /Rate Gain
- Airline System : NavitAire / Amadeus /Sita Gabriel

-  Microsoft Office X Excel W Word