



JOB DESCRIPTION:

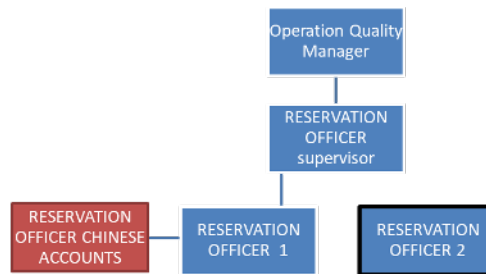
SPA RESERVATION OFFICER – Phnom Penh

Company profile:

Established since 2006 Bodia Spa is the first Cambodian sheltering cocooning Spas (www.bodia-spa.com). Located in Siem Reap and Phnom Penh, we propose an authentic vision of relaxation in a modernly designed Cambodian Spa. In order to guaranty the quality of its treatment Bodia Spa has created its own line of natural products made in Cambodia that promotes the local know-hows and uses local resources. It allows each customer to benefit from treatments they would not get anywhere else.

Nowadays, Bodia Spa is a network of 7 Spas (3 in Siem Reap + 4 in Phnom Penh) dispensing quality treatments in the respect of international standards of quality.

Job Description:



Scope of work:

The Spa reservation officer in Phnom Penh or Siem Reap Hotel is responsible for fulfilling reservation requests based on spa room availability and customer preferences. He/ she handle correspondence, sending confirmation emails, verifying customer information, promoting spa facilities, and answering to customer inquiries. He / She assist our customers with their booking needs answering customers' questions, making up selling suggestions, and booking spa rooms by spa location (Phnom Penh and Siem Reap)

Functions & responsibilities:

To be successful as a Reservation Officer candidate must be able to work with minimal supervision and have excellent customer service skills. Additionally, he/she would be able to up-sell and have excellent knowledge of deals and savings available to customers (promotion plans, special advantages, membership cards holder's benefits, etc...)

Reservation Officer must be excellent communicators. She/he should also be detail-orientated and enjoy assisting others. In addition to these traits, Bodia looks for applicants with the following skills:

- ✓ Assisting and advising customers who may be choosing from a variety of spa treatment options.
- ✓ Making reservations for customers based on their various requirements and budgetary allowances.



- ✓ Checking the availability of spa rooms and Bodia transportation on the customers' desired treatment dates and time.
- ✓ Helping plan treatments by suggesting the ones adapted to customers' needs
- ✓ Verifying steps of payment on site and sending confirmation details to customers coordinating with spa receptionists and managers
- ✓ Sorting out any issues that may arise with bookings or reservations.
- ✓ Selling and promoting spa treatments and Bodia services
- ✓ Answering any questions customers might have about the reservation process.
- ✓ Up-selling, when appropriate, by informing customers of additional services or special packages or promotion
- ✓ Providing support to customers who may need to amend or cancel a reservation.
- ✓ Transfer all contact request to the appropriated persons or managers concerned
- ✓ Bookings collection from all channels: Facebook, website, we chat, Trip advisor, phone calls, direct mails, whatsapp, etc...

Wages & Benefits

- Basic salary: To be determined based on experience
- Benefit (phone & Petrol): To be determined based on experience
- Bonus: Based on achievements appraisal form. Evaluated every 6months and paid at the end of the year only.
- Insurance : Accident insurance

Contract: FULL TIME

Location: BODIA SPA Phnom Penh
Or Bodia spa Siem Reap

Chain of management

The Bodia Spa Reservation Officer in Phnom Penh shall report directly to :

- Quality operation Manager
- Spa General Manager
- Reservation Supervisor

Profile needed. The candidate for this position should fill the following requirements:

- Khmer native
- Experience working in sales or public relations, preferably in the hospitality or travel industries.
- Customer-service experience (2 years) or Call center experience appreciated
- Excellent written and verbal communication skills in English & Khmer, Chinese is a big plus
- Multi-tasking and time-management skills, with the ability to prioritize tasks.
- Experience in sales
- Proficient in Microsoft Office Suite and all new technologies and applications
- Data entry experience.
- Can adapt easily and work under pressure with busy schedules
- Flexible working hours.



CONTACT INFORMATION

Interested candidates are requested to submit CV together with recent color photo (4 x 6), a cover letter through HR office or email the CV with cover letter email, (*Attachment should not larger than 2MB, or should not submit link attachment to download*) :

- Name: HRA OFFICE
- Position: HR and Admin Department
- Tel: 098 589742 (Telegram)
- Email: hr@bodia.com
- Address: #26, corner Sothearos Blvd and Street 178, above U-Care Pharmacy, Phnom Penh.