

We're Hiring *Reservations Agent*

RESORT LIFE TRAVEL PVT LTD | MALÉ HEAD OFFICE | FULL-TIME

Resort Life Travel is looking for a motivated, detail-oriented Reservations Agent to join our Reservations Team, managing accommodation bookings and enquiries for our international B2B travel partners.

Key Responsibilities

- Manage reservation enquiries received via email and telephone from our B2B travel partners.
- Process new bookings, amendments, confirmations, cancellations, and special requests accurately and efficiently.
- Coordinate with resorts and internal departments to ensure smooth reservation operations.
- Calculate rates and apply hotel contract terms correctly.
- Maintain accurate booking records and reservation documentation.
- Ensure all reservations comply with company policies and supplier agreements.
- Develop and maintain knowledge of our resorts, products, promotions, MICE offerings, and destination information.
- Provide professional, timely, and courteous support to travel partners.
- Contribute to achieving departmental service standards and operational targets.

Candidate Profile

- Minimum 1 year in Reservations at a Tour Operator, DMC, Resort, Hotel, or Travel Agency
- Excellent written and spoken English
- Good understanding of reservation processes and hotel contract calculations
- Proficient in MS Office, particularly Excel
- Accurate under pressure, strong attention to detail

Preferred Qualifications & Experience

- Minimum 1 year of experience in Reservations within a Tour Operator, Destination Management Company (DMC), Resort, Hotel, or Travel Agency.
- Excellent written and spoken English.
- Strong interpersonal and customer service skills.
- Good understanding of reservation processes and hotel contract calculations.
- Proficiency in Microsoft Office, particularly Excel.
- Ability to work accurately under pressure and manage multiple priorities.
- A proactive attitude, strong attention to detail, and willingness to learn.

What We Offer

- USD 600–1,000/month (based on experience), full-time, office-based in Malé
- Work within a growing team serving a global B2B network of travel agents and operators

How to Apply

Interested candidates are invited to submit their CV together with a brief cover letter or introduction outlining their relevant experience.

Please send your application to **admin@resortlife.travel** with the subject line:

Application – Reservations Agent

We thank all applicants for their interest. Only shortlisted candidates will be contacted for an interview.