

Reservations is the first point of contact for guests. The front desk is about Arrivals and In house guests:

Arrival Contacting the arrivals is necessary to find out their booking confirmation and when they will arrive based on the number of arrivals we have today and the peak periods. In my training, I was informed that they have a website that broadcasts prices, which is SHR broadcasts prices for sites such as booking, Agoda, karamlife and many other sites, and through them the reservations come and the prices are fixed and unified, and SHR connects the sites with the resort's website (Opera) Click on the new reservation and inquire about the guest's personal details, such as their first name, last name, mobile number, arrival date, and number of nights. date of departure, number of people, we set the villa price according to the resort mechanism, and then we contact the guest to confirm the reservation and give him the reservation number We also have a update Reservations, which shows me all the client's long-term accommodation information, and also the profile shows me when our guest last stayed . The booking policy varies from hotel to hotel, as for the Narcissus Resort & Spa Obhur policy, it is under the .Boudl group