

# Position Profile

**Position Title:** Reservation Agent

**Report to:** Reservations Manager & Supervisor

**Scope of Position:** To provide the highest level of guest service by assisting them with making reservations, providing information on the hotel & surrounding area and communicating with all departments within the hotel to ensure guest expectations are exceeded.

**Responsibilities:**

- ❖ Accept reservation by telephone, fax, e-mail or letter and enter into the Property Management System.
- ❖ Maintain accurate guest records in Property Management System.
- ❖ Maintain a 24-hour turn over for all correspondence.
- ❖ Be familiar with all current rates, packages, promotions, groups etc.
- ❖ Be familiar with all hotel and local services.
- ❖ Other duties as assigned.

**Key Working Relationships:**

Customers: Daily Basis  
Reservations Department: Daily Basis  
Front Office Department: Daily Basis  
Concierge Department: Daily Basis  
Rooms Service: Daily Basis  
Dining Reservations: Daily Basis  
Spa: Daily Basis  
House Keeping: Daily Basis  
Sales & Conference Department: Weekly Basis  
Accounting: Weekly Basis

**Problem Solving: (technical)**

Usage of multiple computers: Daily Basis  
Coordinating Room deliveries: Daily Basis  
Three days out Folio check to ensure accuracy prior to arrival: Daily Basis

**Problem Solving: (interpersonal)**

Dealing with and interpreting guest request: Daily Basis  
Dealing with and interpreting guest complaints: Daily Basis  
Dealing with all departments to ensure guest's initial requests are met: Daily Basis

**Decision Making:**

No Final Approval

**Financial and Measurement Data:**

24-hour response on all guest inquiries and correspondence.

24-hours to enter & complete all FIT, Tour & Conference rooming lists.

24-hours to enter and complete FIT revisions.

48-hours to enter and complete all revisions for Tour & Conference rooming lists

5 days to mail out all confirmation letters.

**Education:**

Grade twelve or equivalent

**Training:**

Microsoft Word and Excel

Knowledge of EPITOME (Hotel Management System) an asset

**Other Key Skills:**

Attention to detail.

Excellent verbal and written communication skills

Excellent organizational skills

Ability to multitask.

**Experience:**

Previous hotel experience.

Previous administrative experience

Previous phone experience.

**Supervisory Responsibility:**

Number of subordinates directly supervised: 0

Number of subordinates indirectly supervised: 0