

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