

DEPARTMENT: Reservations**POSITION:** Agent**JOB OVERVIEW:**

Provide prompt, courteous and efficient handling of all requests for guest room reservations, changes, cancellations and information.

REPORTS TO: Reservations Supervisor.

SUPERVISES:**WORK ENVIRONMENT:**

Reservations Department

Job involves working:

- Under variable temperature conditions (or extreme heat or cold).
- Under variable noise levels.
- Outdoors/indoors.
- Around fumes and/or odor hazards.
- Around dust and/or mite hazards.
- Around chemicals.

KEY RELATIONSHIPS:

Internal: Staff in Reservations, Front Desk, PBX, Sales & Catering; Housekeeping Engineering, Food & Beverage, Hotel Assistant Managers, and Executive Offices.

External: Hotel guests/visitors, Corporate Reservations Center personnel, Travel and Tour Company representatives, other hotels.

QUALIFICATIONS**Essential:**

1. High school graduate or equivalent vocational training certificate.
2. Compute basic arithmetic.
3. Fluency in English both verbally and non-verbally.
4. Provide legible communication and directions.
5. Ability to:
 - Perform job functions with attention to detail, speed, and accuracy.
 - Prioritize and organize.
 - Be a clear thinker, remain calm, and resolve problems using good judgment.
 - Follow directions thoroughly.
 - Understand guest's service needs.
 - Work cohesively with co-workers as part of a team.
 - Work with minimal supervision.
 - Maintain confidentiality of guest information and pertinent hotel data.

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JOB DESCRIPTION

DEPARTMENT: Reservations

POSITION: Agent

Desirable:

1. Some college or training in the Hospitality Industry.
2. Previous experience as a Reservation Agent.
3. Fluency in a foreign language, preferably _____.
4. Ability to suggestively sell.
5. Ability to input and access information in the property management system/computers.
6. Previous guest relations training.

PHYSICAL ABILITIES

Essential:

1. Exert physical effort in transporting ____ (____pounds) to ____.
2. Endure various physical movements throughout the work areas.
3. Reach ____ inches/feet.
4. Remain in stationary position for ____ minutes/hours throughout work shift.
5. Satisfactorily communicate with guests, management and co-workers to their understanding.

Desirable:

ESSENTIAL JOB FUNCTIONS

1. Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
2. Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
3. Anticipate guests' needs, respond promptly, and acknowledge all guests, however busy and whatever time of day.
4. Maintain positive guest relations at all times.
5. Resolve guest complaints, ensuring guest satisfaction.
6. Monitor and maintain cleanliness, sanitation, and organization of assigned work areas.
7. Maintain complete knowledge of:
 - a) All hotel facilities/services, hours of operation.
 - b) All guest room layouts, bed types, decor, appointments, and locations.
 - c) Room availability for any given day.
 - d) Restricted dates, rates, and room types.
 - e) All room rates, packages, and promotions.
 - f) Specific arrangements between hotel and travel agencies and/or corporate reservations center.
 - g) Entertainment/special events scheduled in the hotel.
8. Access all functions of the computer system.
9. Set up work station with necessary supplies and resource materials.

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10. Answer telephone calls within ___rings, using correct salutations, and telephone etiquette.
11. Process all reservation requests, changes and cancellations received by phone, fax, telex, mail, internally, and through corporate reservations center or travel agencies.
12. Ascertain callers' needs through open-ended questions.
13. Describe room accommodations and all amenities.
14. Obtain all designated information to book a reservation.
15. Accommodate special requests and designate such in system.
16. Access guest history records to best service guests; maintain accurate information in guest history files.
17. Maximize rate for all reservations.
18. Promote and sell holiday and other packages to callers requesting reservations on designated dates.
19. Assist callers with dining room reservations and amenity orders.
20. Verify availability. Suggest alternate dates for sold-out dates.
21. Explain guarantee and cancellation policies to callers; assign confirmation/cancellation numbers and relay such to caller.
22. Relay accurate information on transportation arrangements from airport to hotel; input and document such requests.
23. Set up proper billing accounts (i.e., sharewiths, room/tax/incidentals, tax exempt, direct/special billing) and process advance deposits.
24. Verify all reservation information with caller to ensure accuracy.
25. Input correct information into proper fields to inform other departments of pertinent information (i.e., flags, comments, guest messages).
26. Document all information for manual reservations on designated form.
27. Input all manual reservations into the system.
28. Obtain approval from Front Desk management for same day reservations on near sell-out dates.
29. Process confirmation letters.
30. Designate and apply appropriate travel agency commissions.
31. Initiate deposit refunds for non-group reservations.
32. Refer requests for initial booking of group rooms, banquet or convention requests to the Sales Department.
33. Create individual files and group masters with designated information for each group booking received from the Sales Department. Update changes received from Sales.
34. Set up group room blocks in the system. Book group reservations against the room block.
35. Input group rooming lists.
36. Monitor group cut-off dates and review with Sales or group contact.
37. Review group resumes and convey all pertinent information in the system to appropriate personnel.
38. Monitor and maintain wait lists daily.
39. Process requests for mailing brochures, correspondence, and package information.

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40. Compile and maintain information for daily/weekly/monthly reports.
41. Review status of assignments and any follow-up action with on-coming Agent.
- 42.

SECONDARY JOB FUNCTIONS

1. Contact area hotels for availability and rates.
2. Assist PBX and Front Desk as assigned.
3. Document maintenance needs on work orders and submit to Manager.

STANDARD SPECIFICATIONS

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

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