

JOB DESCRIPTION

Position:	Reservations Agent	Department:	Revenue & Reservations
Reporting to:	Director of Revenue and Reservations	Date:	Nov 2023
Reports indirectly to:		Prepared by:	Jan Ortuoste

POSITION SUMMARY:

The Reservations Agent is responsible for actively converting bedroom enquiries into confirmed business, whilst providing an exceptional and personalized experience to guests. Reservation Agent responds timely to communications from guests, travel agents and leads concerning reservations arriving by mail and telephone; prepares confirmation letters and promptly process any cancellations, modifications, and guests' request.

The Agent's demeanour should reflect the quality of the hotel to our potential guests and callers. A positive, professional attitude, knowledge of the hotel and a strong attention to detail are traits which our agents are required to have.

DUTIES AND RESPONSIBILITIES

- Understands and anticipates guest needs and requirements; intuitive understanding of individual preferences, adopting a proactive service orientation to address needs before they are expressed, and adapting communication skills to interpret verbal and non-verbal cues. The goal is to transform service interactions into personalized and memorable experiences, exceeding guest expectations.
- Provides an exceptional call experience to all callers by being informed, efficient and intuitive during the call process.
- Possess a sales-oriented attitude, maximizing sales, occupancy and room rates as well as upselling all aspects of the hotel. Strive towards direct booking conversion and minimize cost of sales.
- Knows the selling status, rates, and benefits of all packages plans and determines room rates based on the selling tactics of the hotel.
- Input and update reservations from all booking channels, ensuring that all relevant information is included in the booking and that any special requests or requirements are communicated to relevant departments.
- Handles daily correspondence and responds to inquiries in a timely manner.
- Keeps up to date with hotel facilities and amenities, ensuring the hotel benefits are communicated to the guest at the time of reservation; Possess a complete knowledge of all suites, hotel facilities and promotions as well as the local area and closest competitors.

- Processes cancellations and modifications and promptly relays this information to the Front office when needed.
- Update OTA extranets on any modifications, cancellations, and no shows as applicable, to ensure accurate commission reconciliation.
- Understands the hotel's policy on guaranteed reservations and no-shows and ensures implementation.
- Tracks future room availability based on reservations.
- Monitors advances deposit requirements and communicates with Front Office.
- Ensures to conduct effective quality check on all reservations.
- Keeps record of all correspondence and makes sure that files are kept up to date.
- Identifies regular bookers and communicates details to Sales team for follow up.
- Maintains and modifies (where necessary) guest profile information to assist the entire hotel in providing exceptional guest recognition.
- Reviews reservation policies and procedures periodically, identifying means of increasing productivity and efficiency within the reservations office. Communicating improvement ideas to the Director of Revenue and Reservations, working together as a team to implement improvements.
- Works to maximize hotel revenue under the guidance of the Director of Revenue and Reservations.
- Takes a proactive approach to daily reservation department activity, anticipating potential opportunities to improve the overall efficiency of the department.
- Complies with the departmental standards, objectives, and goals (conversion ratio, mystery shop calls etc).
- Maintains effective communication within the department and ensure that the Director of Revenue and Reservations is kept well informed of any problems/queries that have arisen.
- Attends any department training sessions and/or meetings required.
- Supports the hotel operation in times of high demand.
- Liaises with other departments to ensure good communication and offer support.
- Is fully conversant with the Corinthia Employee Handbook.
- Complies with all core and culture standards personally and within the department.
- Adheres to all health, safety, fire, and bomb procedures and processes.
- Drives the Corinthia values and philosophy.
- Interacts with employees and guests beyond giving and receiving instructions, emphasizing relationships with supervisors, managers, co-workers, and guests.
- Work closely and communicate effectively with the Front Office and Sales Team to ensure smooth workflow and enhanced guests' experience.
- Assists with setting positive relations both within reservations and other departments to resolve any issues efficiently, and appropriately, to always maintain the smooth running of the hotel operation.

- Aims to achieve 85% or higher on Mystery Shopper Calls
- Generally being alert for opportunities to improve the profitability of the department i.e., through controlling wastage and being responsible for the economy of all utilities and resources.
- Performs other duties as assigned, requested, or deemed necessary by Management.

CONFIDENTIALITY

- Whilst working for the Company there will be access to a wide variety of confidential information concerning the Company, guests and employees.
- It is vital that all such information remains confidential and must not be disclosed to anyone outside the Company, guests and employees, unless otherwise stated. Please refer to the Employee Handbook for full policy details.

HEALTH & SAFETY

- To be aware of and comply with safe working practices as stipulated by the Health and Safety Act and as applicable to your place of work. This will include the incumbent's awareness of any specific hazards at the workplace.
- The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.
- To report any defects in the building, plant or equipment according to hotel procedure.
- To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.
- To attend statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning:
 - Fire, Health and Safety
 - Regulations, such as COHSS in the European Union, related to the control of substances hazardous to health.
 - Risk Assessments for your department
 - Hotel Fire & Bomb Procedures

OTHER INFORMATION

- As the hotel's level of business varies considerably, there is a need for flexibility in attitude, approach and working hours. Understand that business demands sometimes make it necessary to move

employees from their accustomed shift to other shifts (Able to work morning, evening, weekend, holiday, and overnight shifts).

- The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.

TALENT PROFILE

Experience:	<ul style="list-style-type: none"> • Previous experience in a similar capacity with a minimum of 1 year
Skills & Knowledge:	<ul style="list-style-type: none"> • Fluent in written & spoken English • Experience working with Opera PMS System • Knowledge of OTAs and other hotel related systems an advantage • Attention to details and able to prioritize tasks • Strong communication skills • Self – motivated and continuously strive to better his/ her skills and increase his/ her knowledge. • Able to work with minimal supervision.
Education or Qualification:	<ul style="list-style-type: none"> • Graduate of Hospitality Management, Tourism and Travel, or other related courses.
Requirements:	<ul style="list-style-type: none"> • Focused on providing consistently high standards of customer service. • Recognizes that achieving exceptional guest service necessitates embodying values such as empathy, a customer-centric approach, and cultural sensitivity.

I have read and understood this job description for a **Reservations Agent**

Print Name.....

Signed.....

Date.....