



## **RESERVATIONS AGENT**

### **SUMMARY:**

Responsible for providing superior guest service as it pertains to finding the most suitable accommodations for the guest; PBX operations to include efficient message service; taking hotel reservations; accuracy with daily accounting procedures; and concierge services in a gracious and professional manner.

### **DUTIES AND RESPONSIBILITIES:**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Answers resort internal and external phone calls within three rings and provides information as needed; takes messages for resort guests and assures receipt. Responds to guest questions in a courteous and professional manner; provides information including but not limited to directions, shopping, dining, entertainment, resort services, and safety. During calls provide gracious and efficient telephone service.
- Professional demeanor and phone etiquette at all times.
- Multitask by answering calls and inserting reservation information into OPERA while on guest call.
- Communicate pertinent guest information to designated departments/personnel (i.e., special requests, amenity deliver).
- Adhere to all cashiering procedures: open, secure and balance out shift banks to include the verification of all cash, credit card, and check transactions during a given shift.
- Ensure proper credit card procedures are followed at all times to include credit card imprint, credit card authorization and guest signature on registration packets.
- Interact positively with all levels/departments of the property.
- Maintain complete knowledge at all times of: 1. Hotel amenities, services and hours of operation. 2. Room types, room numbers, property layout and décor. 3. Room rates, special packages, promotions and restrictions. 4. Daily hotel occupancy and expected arrivals/departures. 5. Room availability status for any given day. 6. Scheduled daily group activities.
- Meet with departing shift to review completed and pending tasks, the day's activities and items for follow up.
- Operate radio system following established procedures to relay in-house announcements/requests.
- Performs clerical duties such as typing, proofreading, faxing and sorting mail.
- Prioritize daily workload while maintaining appropriate response time.
- Provide Concierge service, obtain a fluent knowledge of top restaurants, special events, local attractions, and guest amenities.

- Provide graciousness, thoughtfulness & a sense of personalized service.
- Resolves guest problems/complaints; utilizes own best judgment in resolving issues or refers to management as needed.
- Provide guest escort to their room, offering a detailed orientation of the property and their room. Offer information pertaining to available services and facilities of hotel, points of interest, and entertainment attractions.
- Review arrivals noting special requests, location preferences, and the designated VIP status. Review and prepare all next day guest reservations and the arrivals registration packets.
- Support safe work habits and a safe working environment at all times. Maintain knowledge of emergency and safety procedures.
- Take, record and relay messages accurately, completely and legibly.
- Assist with/and coordinate transportation requests for guests.
- Follow the Funnel System for selling technique.
- Encourage innovative activities and experiences, which will maximize revenue capture per reservation and guest stay.
- Work as liaison between front office, housekeeping and other operational departments of the hotels by noting pertinent information that will assist these departments for guest arrivals.
- Complete daily correspondence for reservation and property information for guests.
- Able to work on own and make informed decisions as needed.
- Able to navigate Internet for email inquiries, restaurant reservations, and GDS reservation retrieval.
- Support safe work habits and a safe working environment at all times.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1-2 years in guest services, reservations in luxury environment.
- Commitment to excellence and high standards
- Strong organizational, problem-solving, and analytical skills. Ability to accurately compute and manipulate mathematical calculations.
- Versatility, flexibility, and a willingness to work within constantly changing environment.
- Ability to manage priorities and workflow.
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow through, courtesy, cooperativeness and work with a minimum of supervision.
- Demonstrated conflict resolution, problem solving and decision making skills.
- Professional appearance and demeanor.
- Ability to effectively communicate with people at all levels and from various backgrounds.

### **EDUCATION**

- High school diploma or equal to a GED.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs.
- Must be able to stand and walk for long periods of time.

**LANGUAGE SKILLS:**

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

**CERTIFICATES & LICENSES:**

- Valid California Driver License is required.

**WORK ENVIRONMENT:**

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees.

**GROOMING & WORK ATTIRE**

- Business attire is required, such as slacks, blouse/sweater, buttoned shirt, and nice shoes. Suit jacket only suggested on days when assisting with client events.
- Name tag required whenever walking through public spaces at the resort.
- No extreme colors, highlights or hairstyles.
- No facial or tongue piercing.
- No extreme hair accessories.
- Necklace and earrings must be office appropriate.