**Job Title:** Reservations Agent

**Department:** Reservations

**Reports to:** Reservations Manager

**Position Level:** Rank & File (L)

***Position Overview***

The Reservations Agent is responsible for selling the resort and providing information to prospective guests, to capture sales from the incoming calls and coordinate details of each reservation to ensure the guest’s satisfaction.

***The Role***

* + - * Be the champion of all room types, selling status, rates, and benefits of all packages plans to better promote the resort’s offering and aligns with the prospective guest’s needs.
			* Process all reservation requests, changes, and cancellations received by phone, fax, or mail.
			* Be the liaison between OTAs, Travel Agencies and the resort in communicating and managing of rooms inventory sales and to ensure that rate parity is enforced.
			* Actively listen and provide anticipatory needs by asking relevant questions to better understand guests’ needs to determine the most appropriate room to maximize satisfaction and room rate.
			* Proactively engage in upselling of guest rooms, resort facilities, services and amenities using sales techniques such as personalizing calls, obtaining complete guest needs, suggesting alternate dates etc. to maximise potential revenue generation opportunities.
			* Maintain an up-to-date knowledge of the resort’s daily services, activities, promotion, and event. Effectively communicate and update all colleagues on any changes to ensure guests receive up-to-date information.
			* Be the champion of the local culture, heritage sites and trends by keeping up-to-date with the city’s happenings, area surrounding the resort to provide recommendations and directions for the guests.
			* Answer guest questions about property facilities/services (e.g., hours of operation, room availability, restricted dates, rates and room types, packages, promotions, entertainment, restaurants, special events).
			* Understands the resort's policy on guaranteed reservations and no-shows. Processes cancellations and modifications and promptly relays this information to the front desk in a timely manner.
			* Verify availability of room type and rate. Explain guarantee, special rate, and cancellation policies to callers.
			* Provide confirmation/cancellation numbers and clearly relay this information to callers, giving them the option of emailing and/or faxing these numbers.
			* Accommodate and documents special guest requests, preferences under the appropriate system and effectively communicate this information to the relevant department.
			* Identify repeat guests and ensure accurate updates of their profiles under the appropriate system, using appropriate codes.
			* Tracks future room availability on the basis of reservations, and helps develop forecasts for room revenue and occupancy.
			* Indicate special room reservation types (e.g., complimentary rooms, travel agent inspection rates, and wholesale reservations) by inputting the correct code and rate into the reservation system.
			* Preparing and process Pro-forma Invoice and Advance Deposits (Credit cards) and apply to appropriate guests accounts on daily basis.
			* Oversee accuracy of room blocks and reservations by monitoring all GDS channels, resort websites and OTA platforms.
			* Handle complaints and resolving service ‘glitches’ and keep a record of all feedbacks under the appropriate system. Ensures that the issues are resolved in a timely manner to guests’ satisfaction.
			* Maintains strong working relationships with other departments to ensure effective communications for operational issues, serves as a role model for inter-departmental collaboration and support.
			* Report any issue or damages and breakdowns found to the relevant department. Follow up with the work order status to ensure that issue is resolved.
			* Attend training and meetings when required.
			* Adhere to the resort grooming standards including uniform dress code, cleanliness and personal hygiene.
			* Adhere and comply to all departmental procedures, workplace safety and security policies set by the resort.
			* Understand and strictly adhere to the policies and procedures established in the Colleagues Handbook.
			* Perform other duties or responsibilities that are reasonable as assigned by the immediate supervisor or manager.

***Talent Profile***

***Qualifications:***

* A Bachelor’s degree in Business Management or equivalent.

***Work***

***Experience:***

* Experiences in a similar role in luxury resort / hotel.

***Skills Set:***

* Excellent selling skills and understanding of sales processes.
* Competent computing skills (e.g. Microsoft Office).
* Strong working knowledge of Property Management and Customer Relations Management systems (e.g. OPERA).
* Acute attention to details.
* Strong technical and people management skills.
* Able to adapt to change and must be able to work under pressure.
* Personable and pleasant to deal with. Discreet, reliable, diplomatic.
* Must have a positive “can do” attitude, a flexible approach and a high degree of integrity.
* Must have an excellent command of the English language (written and verbal skills).