

PERDIDO BEACH RESORT
Position Description

Position Title: **Reservation Agent**

Department: **Reservations**

Reports to: Reservations Supervisor

FLSA Designation: Nonexempt

Date Written/Revised: 10/02/02

POSITION PURPOSE: To answer telephone inquiries in a friendly and courteous manner, employ sales techniques in order to secure and process reservations for guest accommodations in a timely manner consistent with the Resort's high standards of quality.

EXAMPLES OF DUTIES:

ESSENTIAL FUNCTIONS:

Average
Percent
of Time

- 30 • Answer the telephone and greet prospective guests in a friendly manner using clear, verbal English communication. Listen to callers to understand inquiries and requests. Promptly provide accurate information regarding availability, accommodation types, transportation to and from hotel, rate, etc. Promote Resort marketing programs. Assign reservations based on guest preferences and availability. Requires sitting for long periods of time in a confined space and in close proximity to other employees to continuously perform essential functions.
- 50 • Read, retrieve, communicate and verify information including confirmation number to caller. Input and retrieve data with routine difficulty using a computer reservation system and utilizing codes for efficiency. Requires English writing skills in the event that the computer system is inaccessible and manual documentation of reservations is required.
- 10 • Answer questions regarding hotel facilities and services, local attractions, directions, etc. Memorize and communicate applicable deposit and guarantee policies as requested. Handle complaints in a tactful manner and negotiate resolutions such as alternative accommodations when hotel is sold out.

Other:

Regular attendance in conformance with the standards, which may be established by the Resort from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.

Upon employment, all employees are required to fully comply with Resort rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate Hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

SUPPORTIVE FUNCTIONS:

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

- Operate facsimile machine to send, receive, and log incoming transmissions. Notify guests using the message function of the moderately complex computer of incoming faxes.

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- Use the photocopier to make copies of items as required.
- Initiate reports and retrieve printed forms from computer printer.
- Verify credit card authorizations for processing advance deposits.
- Other duties as assigned by supervisor such as assisting PBX operators, inputting Sales group lists or special reservations for Conference/Catering Department.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Ability to effectively deal with customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger to collect accurate information.
- Ability to listen effectively and to speak English clearly over the telephone.
- Ability to access, read and accurately input information using a moderately complex computer system.
- Ability to establish and maintain effective working relationships with employees, customers, and patrons.
- Ability to sit for extended periods of time.
- Ability to follow written and or verbal instructions in English.
- Ability to input 40 WPM on a computer keyboard.
- Ability to communicate effectively in English in writing.

QUALIFICATION STANDARDS

Education:

Any combination of education and experience equivalent to graduation from high school or any other combination of education, training or experience that provides the required knowledge skills and abilities. High school diploma preferred.

Experience:

No prior experience required. Prior communications, reservations, hospitality and/or computer experience preferred.

Licenses or certificates:

No special licenses required.

Grooming:

All employees must maintain a neat, clean and well groomed appearance (specific standards available).

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Other:

Applicants with additional language skills preferred.

Employee Signature: _____ Date: _____