



Position Title:	Reservations Agent
Department:	Front Office / Revenue
Reports To:	Revenue Manager
Job Family:	Individual Contributor

Purpose
Show your passion for delivering exemplary customer service by embracing our brand behaviours and service philosophies, striving to ensure each customer experience is memorable. Demonstrate your persuasive selling skills to maximise reservations for the hotel, ensuring timely responses at maximum conversion, yield management and effective distribution of inventory.

Key Relationships	
Internal	Senior Managers, Revenue Team, Concierge, Reservations, Housekeeping, Maintenance, and all team members across all departments of each cluster hotel.
External	Customers, potential customers, visitors, vendors, and contractors
Direct Report	NIL

Duties and Responsibilities
- Actively contribute to the attainment of hotel objectives and targets as outlined by your manager. - Ensure all calls, emails, requests to the reservations department are answered promptly, courteously and efficiently delivering customer service. - Ensure all reservations are loaded accurately and backup paperwork filed promptly. - Ensure all written reservation enquires are offered a rate, to the required standard, within 12 hours of receipt. - Ensure all written reservations are keyed in and confirmed, to the required standard, within 24 hours of receipt. - Ensure the accurate and up-to-date filing of all reservation requests, correspondence, and any other necessary documentation. - Check arrivals and ensure rooms are allocated at least 1 day in advance. - Maintain accurate information and records including the correct guest details linked with correct profiles. - Perform cashiering duties if required; apply and refund deposits and adhere to hotels credit policy. - Control the taking of advanced deposits for future accommodation bookings. - Follow up and process 'No Show' reservations and then enter and maintain accurate company/VIP records. - Prepare next day arrivals and cross check all channels. - Possess knowledge of all room types, rates and services provided by the hotel and Upselling Special Sales - Maintain clear and concise communication with all departments and management, with regard to room allocations, special requests, and any other guest requirements. - Handle complaints directed to reservations with tact and diplomacy, taking care to protect the interests of The Hotel Britomart at all times, refer to or advise Hotel Management of all complaints received. - As required answer hotel switchboard phone and re-direct calls efficiently. - As required assist in maintaining of Airline Reservations, including invoicing. - Assist as required with the maintenance of group blocks and correspondence as directed by your manager.

- Maintain clear and concise communications with all departments and management regarding special requests, guest requirements, and general hotel events.
- Keep informed of any sales or promotional activity and maintain the flow of information to all relevant team members.
- Communicate new client leads to the sales department and keep informed of any sales or promotional activity and maintain the flow of information to all relevant team members.
- Assist other departments on busy days and complete any other duties as request by the department Supervisor or Manager to meet business demands.
- Attend and actively participate in training programs as required.
- Put into practice in the business all training that has been completed at The Hotel Britomart.
- Have solid understanding of revenue reporting program i.e., EZRMS.
- Knowledge of all room types, rates and services provided by the hotel, and be prepared to 'sell' at all times.
- Maintain up to date knowledge of all key events and what is happening in the city, as well as key information to assist guests e.g., tram/bus numbers and timetables.
- As directed take on tasks including but not limited to accounts payable, accounts receivable, purchasing and rate yielding as required.
- Demonstrate sound knowledge to deal with any issues that arise during the shift including relocating guests to sister properties if the hotel is overbooked.
- Have sound knowledge of all sister properties for purposes of cross selling.
- Ensure the company code of conduct and team handbook are adhered to.
- Understand relevant departmental policies and procedures and abide by these employee guidelines at all times.
- Adhere to The Hotel Britomart's credit and account policies and procedures with respect to all cashiering and auditing functions, ensuring guest accounts are accurate and all charges are correct and posted prior to checkout.
- Maintain immaculate presentation and grooming, wearing designated uniform and name badge at all times
- Maintain a tidy, clean, and orderly appearance in all areas.
- Have a full understanding of emergency procedures.
- Understand and ensure adherence of The Hotel Britomart Work Health and Safety policies and procedures at all times.
- Report hazards, near misses and accidents at the workplace immediately.
- Ensure security for guest privacy, procedures for stores, cash, premises, team members, equipment and chemicals are implemented and maintained in accordance with The Hotel Britomart policies and procedures.

Physical Requirements

- The role involves sitting throughout work tasks and frequent computer and phone use, requiring repetitive movements and sustained use of the arms and hands.
- Occasional walking and forward reaching to pass items over counter to guests and to access supplies.
- Frequent neck and trunk flexion, use of fine motor skills, hand dexterity to write and type.
- Occasional twisting and lifting of cash/coin and mail/ parcels of various sizes weighing up to 8kg.
- Frequent upper limb movements whilst tending to guest's luggage and delivering mail

Education

- Diploma of Hotel Management desirable but not essential

Experience



- Experience in a high paced customer focused role.
- Experience as a Reservations Agent or Receptionist in a similar hotel environment.

Acknowledgement

To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: _____

Team Member Name: _____

Date: _____