



Reservationist

Description

Reservations have the first impressions of the guests. Reservation agents should have strong written and oral communication skills. Reservations work in high volume and a fast-paced environment. Agents need to have strong organizational skills, time management and be able to multi-task, while maintaining a positive and friendly demeanor to guests and staff.

Responsibilities

1. Answer all inbound calls and emails in a professional manner
2. Serves as the information source for both internal and external guests
3. Manage workload to ensure all tasks are completed at end of day
4. Book all clients including individual booking, tour groups, and third party bookings
5. Maintain a clean and organized work station
6. Other duties as assigned

Qualifications

Minimum Job Requirements

- High school diploma or GED; at least 1 year of experience directly related to the duties and responsibilities specified.
- Background in reservations recommended
- Outgoing personality, great in a fast-paced setting and solution oriented
- CPR/1stAide Certification

Knowledge, Skills and Abilities Required

- Knowledge of Mac computers.
- Strong written and oral communication skills.
- Knowledge of customer service standards and procedures.
- Ability to analyze and solve problems.
- Ability to read, understand, follow, and enforce procedures.
- Ability to foster a cooperative work environment.

Working Conditions and Physical Effort

- Moderate physical activity. Requires handling of average-weight objects up to 25 pounds or standing and/or walking for more than four (4) hours per day.
- No or very limited exposure to physical risk.
- Work is normally performed in a typical interior/office work environment.

Employment Type

Reservationist

Duration of employment

Full Time / Part Time

Job Location

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Working Hours

7 – 10 Hours a day depending on the Season