

## **JOB DESCRIPTION**

Job Title:	RESERVATION AGENT / SUPERVISOR
Department:	RESERVATION & REVENUE
Reports To:	RESERVATION AND REVENUE MANAGER

### **JOB DESCRIPTION**

1. Processes reservations by mail, telephone, WhatsApp, or OTA.
2. Processes reservations from the sales office, other hotel departments, and travel agents.
3. Response all the inquiries from OTA, Email & WhatsApp within 24hours.
4. Knows the type of rooms available as well as their location and layout.
5. Knows the selling status, rates, and benefits of all package plans.
6. Knows the credit policy of the hotel and how to code each reservation.
7. Determines room rates based on the selling tactics of the hotel.
8. Prepares letters of confirmation.
9. Communicates reservation information to the front desk.
10. Processes cancellations and modifications and promptly relays this information to the front desk.
11. Understands the hotel's policy on guaranteed reservations and no-shows.
12. Processes advance deposits on reservations.
13. Tracks future room availabilities based on reservations.
14. Helps develop room revenue and occupancy forecasts.
15. Prepares expected arrival list for front office use.
16. Assists in preregistration activities when appropriate.
17. Monitors advance deposit requirements.
18. Handles daily correspondence. Respond to inquiries and make reservations as needed.
19. Makes sure that files are kept up to date.
20. Maintains a clean and neat appearance and work area at all times.
21. Promotes goodwill by being courteous, friendly, and helpful to guests, managers, and fellow employees.
22. Getting information about areas of interest to target more clients in particular seasons.

1. Tracks future room availability based on reservations, and helps develop forecasts for room revenue and occupancy.
2. To be aware of all front office procedures and assist with reception duties when required.
3. To be fully aware of and adhere to health and safety, fire, and bomb threat procedures.
4. Willing to undertake any reasonable request made by management in any other areas of the house.

## **Requirement**

1. High school graduate or equivalent. Must speak, read, write, and understand the primary language used in the workplace. Must be able to speak and understand the primary language used by the guests who visit the hotel.
2. Previous - 2 years 1 hotel-related experience desired.
3. Experience in Hotel software and its functionalities.
4. Excellent phone etiquette and verbal communication skills.
5. Strong computer proficiency and email communication skills.
6. Attention to detail and the ability to resolve customer issues

## **Acknowledgement**

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(Employee Signature)

Name:

Date: