**Why join our team?**

*Add a brief overview of why applicants should choose to join your team, such as the culture, benefits, perks, incentives (e.g., special bonuses, the “Innsiders program,” etc.), company discounts, flexible schedules, access to training and education, opportunities for career growth and advancement, etc. at your hotel.*

**Our job opportunity:**

* Position: Reservations Agent
* Hotel name: *enter hotel name here*
* Address: *enter hotel address here*
* Hours: *enter hours*

**What you get to do in this role:**

*Modify the below standard language as needed and add unique, customized language to market your role in ways that will get applicants’ attention.*

Accurately and efficiently handles all hotel reservation inquiries and requests. Provides courteous, prompt, and professional responses, while promoting hotel services and ensuring maximum room revenues. Assists in administrative duties as they relate to booking, tracking, charging, handling, and inputting reservations or promoting the hotel’s pricing.

* Processes reservations delivered by telephone, mail, fax, central reservations systems, sales office, and travel agents; and prepares letters of confirmation. Communicates reservation information to the front desk.
* Knows types of rooms available, as well as their location and layout. Tracks future room availabilities on the basis of reservations.
* Processes cancellations and modifications and promptly relays this information to the front desk.
* Stays abreast of selling status, rates, and benefits of all hotel package plans.
* Helps develop room revenue and occupancy forecasts.
* Promotes superior customer care by being courteous, friendly, and helpful to guests, managers, and fellow employees.
* Performs other duties as assigned.

**What candidate traits are needed to be successful in this role?**

*Modify the below standard language as needed and add unique, customized language to market your role in ways that will get applicants’ attention.*

* High school graduate or equivalent.
* One year of previous customer service or reservations experience, preferably in a hotel environment.
* Ability to communicate clearly.
* Ability to effectively interact with guests, management staff, and other employees in a professional manner.
* Possess telephone communication skills in terms of the ability to negotiate, convince, sell and influence potential hotel guests.
* Skilled in basic math and computers.
* Knowledge of property management systems.
* Ability to work a flexible schedule, including weekends and holidays.
* Must be punctual and maintain regular and reliable attendance.

**Equal Employment Opportunity**

Our hotel maintains a policy of equal employment opportunity for all employees and qualified applicants for employment without regard race, color, religion, religious creed, national origin, ancestry, alienage or citizenship status, age, disability, gender, gender identity or expression, sex, sexual orientation, pregnancy status, genetic information, uniformed service or veteran status, marital status or any other characteristic protected by applicable federal, state, provincial, or local laws.