

# JOB DESCRIPTION

**DEPARTMENT:** Reservations

**POSITION:** Supervisor

## **JOB OVERVIEW:**

Supervise, train, schedule and evaluate Reservation Agents, ensuring that all procedures are performed to the hotel's standards. Assist where necessary to ensure optimum service to guests, visitors and other departments.

**REPORTS TO:** Front Desk Manager.

**SUPERVISES:** Reservation Agents.

## **WORK ENVIRONMENT:**

Reservations Department.

Job involves working:

- under variable temperature conditions (or extreme heat or cold).
- under variable noise levels.
- outdoors/indoors.
- around fumes and/or odor hazards.
- around dust and/or mite hazards.
- around chemicals.

## **KEY RELATIONSHIPS:**

**Internal:** Staff in Reservations, Front Desk, PBX, Sales, Housekeeping, Engineering, Food and Beverage; Hotel Assistant Managers, and Executive Offices.

**External:** Hotel guests/visitors, Corporate Reservations Center personnel, Travel and Tour Company representatives, other hotels.

## **QUALIFICATIONS**

### **Essential:**

1. High school graduate or equivalent vocational training certificate, some college.
2. \_\_\_\_ years experience as a Reservations Agent, preferably a \_\_ style hotel.
3. Fluency in English both verbal and non-verbal.
4. Ability to input and access information in the property management system/computers.
5. Compute basic arithmetic.
6. Familiarity with yield management and forecasting.
7. Ability to:
  - perform job functions with attention to detail, speed and accuracy.
  - prioritize and organize.
  - be a clear thinker, remaining calm and resolving problems using good judgement.
  - follow directions thoroughly.
  - understand guest's service needs.
  - work cohesively with co-workers as part of a team.
  - work with minimal supervision.
  - maintain confidentiality of guest information and pertinent hotel data.
  - ascertain departmental training needs and provide such training.
  - direct performance of staff and follow up with corrections when needed.



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Desirable:

1. College degree.
2. Fluency in a second language, preferably \_\_\_\_\_.
3. Previous supervisory experience.
4. Ability to suggestively sell.
5. Previous guest relations training.

### **PHYSICAL ABILITIES**

Essential:

1. Exert physical effort in transporting \_\_\_\_\_ (\_\_\_\_\_pounds) to \_\_\_\_\_.
2. Endure various physical movements throughout the work areas.
3. Reach \_\_\_\_\_ inches/feet.
4. Remain in stationary position for \_\_\_\_\_ minutes/hours throughout work shift.
5. Satisfactorily communicate with guests, management and co-workers to their understanding.

Desirable:

### **ESSENTIAL JOB FUNCTIONS**

1. Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
2. Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
3. Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
4. Maintain positive guest relations at all times.
5. Resolve guest complaints, ensuring guest satisfaction.
6. Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
7. Maintain complete knowledge of:
  - a) All hotel facilities/services, hours of operation.
  - b) All guest room layouts, bed types, décor, appointments, and locations.
  - c) Room availability for any given day.
  - d) Restricted dates, rates and room types.
  - e) All room rates, packages and promotions.
  - f) Specific arrangements between hotel and travel agencies, corporate reservations center.
  - g) Entertainment/special events scheduled in the hotel.
8. Access all functions of the computer system.
9. Evaluate the staffing requirements and prepare work schedules weekly, adhering to budget goals.
10. Ensure that the Reservation lines are attended at all times during scheduled hours and that sufficient staffing is present to meet the daily business demands.
11. Document any late or absent employees; maintain accurate and current employee records.
12. Schedule and assign staff breaks.
13. Communicate anticipated business demands daily with each employee (arrivals/departures, group functions, guest requests, etc.).
14. Legibly update information board.
15. Ensure staff's knowledge of hotel services, features and amenities.
16. Prepare and communicate assignments to the staff. Assign additional tasks as they arise.

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17. Respond to incoming calls.
18. Access and ensure that Reservation Agents properly access all functions of Reservations system.
19. Monitor and ensure that Reservations staff perform their job functions to the hotel's standards.
20. Monitor and ensure that all reservations (including manual) are input into the system.
21. Monitor reservations requested by fax, telex and mail.
22. Ensure guest history accounts are kept current.
23. Ensure advance deposits, refunds of such and confirmation of both are processed.
24. Monitor group reservation activity daily and communicate status with Sales Department. Follow up on tentative sales bookings with respective Sales Manager to update status.
25. Ensure group files are accurate and kept current.
26. Ensure that group requirements are entered from the sales booking sheet.
27. Process change forms received from Sales after checking availability; resolve any discrepancies.
28. Ensure that group room blocks are released to general inventory after group's cut-off date or cancellation.
29. Ensure that rooming lists are input into the system.
30. Pre-block group rooms where special requests are made.
31. Assist Reservations staff whenever necessary in performing all job functions.
32. Conduct a # week formal training program on the required job functions with criterion expected and department orientation with new hires. Conduct ongoing training with existing staff.
33. Work closely with other departments to effectively accommodate guests' special requests and amenities.
34. Communicate designated VIP reservations to the General Manager and department managers.
35. Work closely with the Front Desk Manager in determining the percentage for overbooking.
36. Review no-show reservations and process charges. Track group no-show reservations and distribute to Sales Department.
37. Compile reports on no-show for future business forecasting.
38. Review master file activity report daily for accuracy of codes, rates and guest information.
39. Communicate room availability (particularly status changes on any date) to Reservations staff, Front Desk Manager and Corporate Reservations Center.
40. Review any reservations erroneously taken during restricted dates with individual responsible.
41. Review previous night's occupancy report and track for forecasting future business patterns.
42. Monitor wait list and determine priority of guests to be contacted for room availability.
43. Create Travel Agent Master in computer.
44. Review Travel Agency Commission Report daily for accuracy; resolve any discrepancies.
45. Monitor system problems, maintain log of such and coordinate corrections with the service company representative.
46. Prepare work orders for maintenance repairs and distribute to Engineering.
47. Maintain supply levels and legibly document needs on a requisition.
48. Organize and set up office files on designated reference or resource information; keep filing up-to-date.
49. Prepare and distribute weekly/monthly/annual forecasts.
50. Prepare and submit daily/weekly payroll records.
51. Ensure that all pertinent information is documented in the log book daily.
52. Conduct performance appraisals of designated staff annually.
53. Attend designated meetings.
54. Review status of assignments and any follow-up action with on-coming Supervisor.



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## SECONDARY JOB FUNCTIONS

1. Assist in Front Desk areas as assigned.
2. Receive, sort and distribute guest and departmental mail.
3. Monitor guest facsimile machine for incoming faxes; process outgoing faxes for guests.
4. Contact area hotels for availability and rates.

## STANDARD SPECIFICATIONS

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.



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