



## **Job Description for Reservation Agent**

**POSITION TITLE:** Reservation Agent

**REPORTS TO:** Front Desk supervisor

**POSITION SUMMARY:**

Assists guests in the making, changing and cancelling reservations. Ensures casino and group blocks are balanced and assists casino departments with making reservations. Demonstrates a positive, upbeat, guest friendly tone relating to phone etiquette and understands front desk operating procedures and guest service standards.

If hired a detailed technical skills and service training document will be reviewed and a request will be made of the employee to sign and acknowledge technical and service training standards and expectations. This position will also be able to perform all front desk duties and will be asked to sign the technical skills and service training document for the front desk position as well.

**DUTIES AND RESPONSIBILITIES:**

Prepares for the current day's arrivals to ensure guest satisfaction (special requests, packages/promos, amenities, VIPs, room type, rate, etc).

Reviews the following day's departures to ensure proper billing (promo credits, group billing, share with billing, etc).

Participates in the yield management strategies and monitors on line travel agency bookings.

Pre-bills on line travel agent bookings by using virtual credit cards while verifying billing is set up properly and accurately.

Assists with PBX and Front Desk overflow calls.

Prepares for the following day's arrivals to ensure guest satisfaction (special requests, packages/promos, amenities, VIPs, room type, rate, etc).

Completes weekly and monthly office supply orders as needed.

Assists with setting up group billing and confirming group billing profiles while groups are in house.

Maximizes selling opportunities for the Front Desk by coordinating the room block with housekeeping (early arrivals, VIP arrivals, special cleaning requests, etc).

Assists the sales department by coordinating sales site rooms.

Assists at the Front Desk as a Front Desk Agent whenever necessary.  
Is proficient in all Front Desk operations and standards and assists at the Front Desk when applicable.

Covers the Front Desk during Front Desk Agent breaks as needed.

Assists at the Front Desk as a Front Desk Agent whenever necessary which includes the following duties

Effectively assists all guests.

Maintains a high level of customer service.

Checks-in and check-out guests efficiently and professionally.

Directs all guest requests and issues to the proper departments; follows through to ensure requests and issues are fully resolved.

Understands and adhere to proper credit, check cashing and accounting policies and procedures.

Posts additional charges to guest accounts during their stay and after departure.

Researches as necessary the billing of guests when errors have occurred.

Knows reservations, room types, locations and rates to up sell upon prior to arrival and during the check in process.

Uses suggestive selling techniques to (up) sell rooms and to promote other services at the hotel.

Works closely with Housekeeping department to ensure availability of rooms and room types.

Tracks and notes all early arrivals, late departures, room moves, VIP's and repeat guests, as well as any special requests.

Maintains key control and key security for all guests of the resort.

Uses proper mail, package and message handling procedures; logs mail as necessary.

Reads the log book and/or emails daily and completes any requests.

Possesses knowledge of daily activities, group and casino events, etc.

Assists marketing, guest services and sales department with reservations and communicates availability daily.

Assists with front desk training efforts.

The above description reflects on the general details considered to describe the principle functions of the job. This is not a detailed description of all the work requirements that may be inherent in the job. Management reserves the right to alter the above requirements at any time.

**Criteria for Evaluation:**

Reservation staff will be evaluated and coached regularly based on quality and quantity of work performed, attendance and punctuality records, courtesy towards Guests, relations with other staff members, reliability, compliance with all Shoshone Rose Casino/Hotel policies, grooming and dress guidelines, safety and sanitation standards, security procedures and guidelines, and initiative.

**PREREQUISITES:**

**Education:** High school graduate or equivalent. Some college preferred

**Experience:** Previous hotel-related experience or customer service experience desired.

**Physical:** Requires standing for long periods of time and on occasion may be asked to lift and carry up to 40 pound. While performing the duties of this job, it may be also required to stoop, kneel, crouch, or crawl.

**Ethical Behavior:**

Must adhere to Shoshone Rose Casino's Code of Ethics.

**Work Environment:**

Work is generally performed in an office or casino/hotel setting with exposure to second hand smoke and high noise levels. Evenings, grave, weekends and holidays most likely will be required.