

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE:	Reservations Agent
REPORTS TO:	Reservations manager
SUPERVISES:	n/a
UPDATED:	May 2012

OVERVIEW:

A Reservation Agent is responsible for handling incoming calls in a timely, efficient and friendly manner making reservations, responding to inquiries, communicating property information about room types, location, deposits / hotel cancellation policies and marketing initiatives. They provide exceptional guest service to new and existing guests of our property.

MAJOR DUTIES & RESPONSIBILITIES:

- Answer all incoming calls in a friendly and efficient manner
- Provide guests with the requested information concerning Whistler, the hotel and its services
- Obtain the necessary information from the guests and enter it into the computer system (Galaxy and Delphi)
- Process all incoming reservations received via rooming lists, mailed or in-house correspondence or facsimiles
- Mail confirmation and literature requests or reply via facsimile and administrative message when requested
- Block special request reservations and suites
- Maintain a clean and well-organized workstation
- File daily reservations and other correspondence
- Answer questions concerning reservations for employees of other departments
- Comply with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC

MAJOR DUTIES & RESPONSIBILITIES:

- Report any unsafe conditions, practices or injuries to their supervisor as soon as possible
 - Set a good safety example
 - All other duties as assigned
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SKILLS AND EXPERIENCE:

- Pleasant telephone manner with the ability to be persuasive with telephone sales skills
 - Basic computer knowledge
 - Preferred detailed knowledge of Whistler area and available services
 - Must be effective in sales and up-selling
 - Previous experience in a customer service role
 - Ability to multi task and prioritize in a busy environment
 - Must be able to build and maintain credibility and relationships with customers (internal and external)
 - Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
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GENERAL REQUIREMENTS:

- Must be able to sit at a desk for up to 8 hours per day. Walking and standing are occasionally required. Length of time of these tasks may vary from day to day and task to task
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