

HOTEL TEATRO

Position Description

Position: Reservations Agent	Department: Reservations / Revenue
Status: Non-Exempt	Reports to: Director of Revenue

Essential functions of the Reservations Sales Associate

- Answers telephone calls using Hotel Teatro salutations and telephone etiquette consistently.
- Describes room accommodations and all amenities and makes every effort to upsell.
- Maintains the highest level of guest satisfaction by doing whatever is within his/her power to ensure each guest feels their requests were exceeded.
- Maintains complete knowledge of all hotel facilities and services, all guest room layouts, bed types, decor, appointments and locations. Must know how to obtain room availability, restricted dates, rates and room types, packages and promotions.
- Maximizes rate for all reservations and closes the sale or suggests alternate dates when necessary.
- Reviews daily arrival lists for Opera, GDS and online reservations to ensure accuracy of reservations.
- Sets up proper billing accounts (i.e., sharewiths, room/tax/incidentals, tax exempt, direct/special billing) and process advance deposits.
- Enters information into proper Opera fields to inform other departments of pertinent information (i.e., flags, comments, guest message).
- Reports to work in a neatly groomed and acceptable manner as outlined in the employee handbook and departmental rules.
- Maintains reliable attendance in compliance with Hotel Teatro standards, as required by scheduling, which may vary according to the needs of the hotel.

- Enforces and complies with all policies and procedures for Hotel Teatro.
- There will be Revenue data tracking as needed so Excel skills are desired.

Physical requirements of the position include:

- Ability to exert effort in transporting 10 lbs.
- Ability to endure various physical movements throughout the work areas
- Ability to reach twelve inches
- Ability to remain in stationary position for long periods throughout work shift.

Education, Experience, Skills:

- High school graduate required; some college exposure or degree preferred.
- Verbal and written fluency in English.
- Ability to input and access information in Opera and other systems.
- MS Excel skills.

Printed Name _____

Signature _____ Date _____

Human Resources _____ Date _____