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# Example of Reservation Agent Job Description

Our company is growing rapidly and is looking for a reservation agent. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for reservation agent

* Ensure guest satisfaction and reservation accuracy, by maintaining updated database for all clients files
* Follows up on waitlisted and guaranteed bookings
* Ensure departmental general back-up are maintained
* Coordinates information between reservations department and other departments
* Be fully conversant with all market segments and rate plans used across all distribution channels
* Review the IPS Res Booked Report daily, arrival reports for the short term, to ensure guest satisfaction and reservation accuracy
* Handle customer queries and complaints relating to Rooms Reservations
* Actively enrol and/or identify Starwood Preferred Guest Members to develop brand loyalty
* Actively identify Members to develop brand loyalty
* Co-host dinners/special events with the Sales Team and be involved in client entertainment as required

## Qualifications for reservation agent

* Proficiency in Microsoft Outlook, Passkey, LMS hotel property management systems andinternet navigation
* Previous Room Reservations or Call Center experience a plus
* Extremely well spoken
* Must be flexible to work any shift assigned within a 24 hour/day, 7 day/week, 365 day/year operation including weekends, holidays and overtime as needed
* Time off
* Must pass a Nicotine Test & Background Test