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# Example of Reservation Agent Job Description

Our company is growing rapidly and is looking for a reservation agent. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for reservation agent

* Convey customer feedback to assist the Revenue Management and Sales Teams in pricing and sales strategies
* Champion the PMS/IPS functionalities as they pertain to Reservation Sales, identifying and communication bugs/enhancements to the Revenue Management Executive
* Share best practices with Revenue Management Executive and Director of Revenue Management
* Be eloquent and fluent in English, both verbally and in writing
* Generate professional and accurate confirmations and other guest correspondence
* Handle guest complaints with patience and empathy
* Complete understanding and effective execution of PCI Compliance
* Request training where knowledge gaps exist, and secure the appropriate technology training
* Be completely familiar with all the resort villa inventory including special advantages, amenities and special features of each villa all guest and public facilities
* To properly use and maintain the reservation communication system (telephone, fax, e-mail)

## Qualifications for reservation agent

* Pleasant speaking voice Bilingual is a plus
* Able to up-sell
* Must be fluent in English and French (read, write and speak)
* Must be flexible with shifts between the hours of 7am and 8pm, including weekends and holidays if necessary
* Previous Reservation/Front Desk experience preferred
* Knowledge in Revenue Management is a plus