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# Example of Reservations Agent Job Description

Our growing company is hiring for a reservations agent. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for reservations agent

* Processes reservation requests from team members at other hotels in the Hilton family
* Knows the type of rooms available their location and layout
* Handles daily correspondence
* Take calls to assist guest needs with reservations including modifications and cancellations
* To maximise on revenue via up-selling
* To deal with fax and email enquiries
* To accurately file all information regarding advance reservations and past bookings
* To post advanced deposits to individual reservations and do a deposit audit
* When requested to send a confirmation to advance reservations
* To do the correspondence for the following days bookings and to adhere to the checklist and ensure complete accuracy

## Qualifications for reservations agent

* Must posses professional telephone étiquette and have an excellent command of the English, Azerbaijani, and Russian languages
* Must be able to analyze guest situations and make suggestions that meets and exceeds the
* Demonstrates clear and effective verbal and written skills for the purpose of obtaining and conveying information to clients, technicians, management and team members producing reports
* Relevant qualification, preferably College/University degree in Tourism
* Able to work rapidly and accurately
* Articulate communication, both written and verbal