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# Example of Reservations Agent Job Description

Our innovative and growing company is looking to fill the role of reservations agent. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for reservations agent

* To deal with any special enquiries and ensure the relevant traces are placed against the reservation
* To be aware of future business on the books and to take action as directed to fill low period
* To ensure all brochure requests are dealt with speedily and efficiently
* Actively participate in promotional and publicity activities as and when requested
* Make reservations/both for accommodations and dining
* Handle mail/correspondence/brochure requests
* Track purchased gift certificates and book Comp Certificate Reservations
* Data input delivered reservations from ORS
* Assist internal Associates with occupancy and availability information
* Respond to emails regarding reservations, processing any requests included therein

## Qualifications for reservations agent

* Exposure in a hotel environment, Front Office preferred
* Excellent communication skills and telephone sales techniques
* Good administrative skills, including filing, organizing, writing
* Must be able to read, write, fluently speak and understand English and native language
* Diploma or Degree holder in Hospitality Management or related diciplines
* Must be able to analyze guest situations and make suggestions that meets and exceeds the guests expectations of the hotel