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# Example of Reservations Agent Job Description

Our company is looking to fill the role of reservations agent. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for reservations agent

* Process and maintain Group allocations and rooming lists
* Process and input group, FIT and corporate reservations following hotel reservations policy
* Answer all calls promptly, within 4 rings using specified greeting for hotel, in a courteous and efficient manner
* Date stamp and file processed reservations in the designated areas
* Clear past reservations from filing cabinets to be stored in box files each month
* Take personal responsibility to ensure that all inquiries are addressed
* Ensure all outward correspondence complies with company procedures, and any unusual correspondence is authorised by the Reservations Sales Manager
* Adhere to rates published in the Rate Manual or rate advertisements
* Maintain a positive selling approach to maximise yield in both occupancy and rates
* Assist in Front Office as required, especially with guest check in and check out during peak periods of activity

## Qualifications for reservations agent

* Position available in October 2017
* Previous experience in Reservations and customer service
* Enthusiasm and a friendly and professional approach
* Make sound decisions independently
* One to two years previous experience in a luxury hotel with Rooms experience is preferred
* This position is applicable to Malaysia Citizen or Permanent Residents of Malaysia only