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# Example of Reservations Coordinator Job Description

Our growing company is looking to fill the role of reservations coordinator. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for reservations coordinator

* Working with Hotel departments to set up group for success
* Processes external/internal reservation requests and assisting with other tasks as needed
* Creates financial, revenue and booking reports as needed from multiple systems
* Maintains quality control on all GSD reservations in multiple offices at time of booking and prior to arrival
* Assists in the creation of ancillary product reservations, including follow through on any and all special requests, changes, additions or exceptions
* Assists in the update of all products and pricing on our online library and in our back-end property management systems
* Assists in accounting functions of the department as necessary, including, payments, commissions, wire transfers, and other guest/wholesaler issues
* Manage all group contracts
* Introduce yourself to the meeting planner as the "Rooms Contact" and explain the process and the information they will need to provide
* Ensure that the Group rate or block changes are updated in the Guest Room Control Log and Delphi

## Qualifications for reservations coordinator

* Collaborative, must be able to work as a part of a team
* Must be able to exert physical effort in various physical movements throughout the work areas, reach up and down, remain stationary at times throughout work periods, and satisfactorily communicate with guests and co-workers to their understanding
* Possesses full command of CRS, PMS and other Microsoft applications
* 1 year experience in similar position and customer service is preferred
* Meticulous attention to detail, , proven administration, organisational and communication skills
* IN CHARGE OF ALL CORE TEAM PERFORMANCE