

Reservation Call Center Agent



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Phone :
Web :

Job Summary

Vacancy :
Deadline : Jan 01, 1970
Published : Dec 24, 2024
Employment Status :
Experience :
Salary :
Gender :
Career Level :
Qualification :

Job Description

Summary: The Reservation Call Center Agent is responsible for providing exceptional service to guests, travel agents, and referral networks by assisting with booking reservations for upcoming stays. The role requires strong communication and listening skills, a high level of computer proficiency, and the ability to collaborate effectively with team members to build strong relationships. Agents are expected to deliver outstanding guest service in accordance with company standards, ensuring a positive and friendly experience during all interactions. Responsibilities: Book reservations for guests, travel agents, and other referral networks.. Respond to guest inquiries and requests in a courteous and friendly manner. Provide detailed information about room availability, accommodation options, and hotel amenities. Accurately input and manage reservation data using the company's automated booking systems. Promote and upsell hotel services, packages, and special offers to potential guests. Handle guest concerns or complaints professionally, escalating issues when necessary. Ensure compliance with the company's drug-free and tobacco/nicotine-free workplace policies. All other duties as assigned. Experience/Qualifications: Strong verbal and written communication skills. Proficiency in using computer systems and software applications. Excellent listening skills with the ability to empathize with guests and resolve issues effectively. Ability to work collaboratively within a team environment. Strong attention to detail and accuracy in data entry. Previous experience in a call center or hospitality environment is preferred but not required. Must be able to legally work in the USA. Education and Certification(s)/License(s): High school diploma or equivalent required. Discover Life at Rosen: Your career is here in our diverse and friendly workplace where your individuality and ideas are valued. Our company of more than 3,000 associates thrives on teamwork and ingenuity. It is this team that makes Rosen Hotels & Resorts in Orlando one of Florida's most respected hospitality companies to work for. Benefits Our Associates Enjoy: Affordable Health and Dental Insurance On-site Medical Center Competitive Compensation Holiday Pay Paid Vacation and Personal Days Tuition Reimbursement and Higher Education Scholarships 401(k) Retirement Savings Plan Childcare Financial Assistance Hospitality and Dining Discounts Access to our Family Outreach Center Excellent Career Growth Opportunities And much more We are proud to be an equal opportunity employer and a drug and nicotine-free workforce. Job Type: Full-time Work Location: In person

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
