

# Reservations Agent

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Phone :

Web :



## Job Summary

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Vacancy :

Deadline : Jan 23, 2025

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

### Full job description

#### Overview:

You will be an integral member of the team that creates distinctively different and authentic experiences for our guests. You will warmly and enthusiastically assist guests with reservations, inquiries, and cancellations, and quote available rates to maximize room revenue. You must be engaging and able to answer questions and provide information.

At CoralTree Hospitality, we're committed to enriching your career and life experiences through unparalleled benefits that support your personal and professional growth. Joining the CoralTree team means gaining access to an exceptional benefits package designed with you in mind. Join us and discover a workplace where your contributions are valued and rewarded every day.

- **Explore Freely:** Immerse yourself in our Team Member Travel Program, where you'll enjoy **complimentary** and discounted stays at CoralTree Hospitality properties, allowing you to explore new destinations effortlessly.
- **Share the Experience:** Enjoy UNLIMITED Friends and Family discounted rates, creating unforgettable memories together.
- **Comprehensive Health Coverage:** Take charge of your well-being through our pre-tax flexible benefit plan, covering healthcare and dependent care expenses, tailored to your needs. Our comprehensive medical, dental, vision, life, and disability benefits, including pet insurance ensures peace of mind for you, your family, and your furry companions.
- **Build for the Future:** Plan for tomorrow with our 401(k) plan, complete with a company match, empowering you to build financial security.
- **Support When You Need It:** Navigate life's challenges with confidence through our Employee Assistance Program, providing support when you need it most.
- **Enriched Lifestyle:** Enjoy a balanced lifestyle with paid vacation, sick days, and holidays, giving you time to recharge and celebrate with loved ones.
- **Exclusive Discounts:** Access team member discounts from top industry brands in travel, entertainment, and retail, including Apple, Live Nation, Samsung, Hertz, and more, making every day a little more extraordinary.

As a member of the Lake Nona Wave Hotel team, you'll also benefit from:

- **Enhanced Wellness:** Benefit from special rates at the Lake Nona Performance Club, enhancing your wellness journey.
- **Culinary Delights:** Indulge in discounts at Tavistock Group Restaurants, savoring culinary experiences at exceptional value.
- **Complimentary, Convenience, and Comfort:** Receive team member meals, uniforms, and parking, ensuring convenience and comfort during your workday.

#### Responsibilities:

- Enthusiastically and with a smile, answer all incoming calls in an attentive, courteous, and efficient manner.
- Create memorable experiences with a warm, welcoming personality that can relate to guests and associates
- Engage the guests to understand their preferences and book room reservations while focusing on maximizing room revenue and average rate using standard rate always quoting scenarios. Upsell rooms when possible.
- Answer guest inquiries about hotel services, facilities, and hours of operation
- Book room reservations while focusing on maximizing room revenue and average rate using standard rate always quoting scenarios. Upsell rooms when possible.
- Enter reservations into the computer according to standard operating procedures.
- Communicate and work closely with the Sales Department concerning group bookings.
- Maintain availability calendar and communicate all relevant information to the operations team.
- Handle all special reservations, including V.I.P. reservations, packages, and discounts.
- Book and block rooms using hotel standards for Group Rooming Lists and Booking Agreements.
- Attend and give input on trends and opportunities to maximize revenue.
- Send confirmation letters when needed from our CMS platform
- Process advance deposit/balance sheet.
- Process brochure/add-on requests.
- Research travel agent commissions
- Act as the initial guide for the guest and their experience
- Anticipate our guest's needs and go above and beyond to take initiative to resolve guest complaints and create loyalty
- Multi-tasking at a fast pace while ensuring accuracy and efficiency is required.
- Excellent written and verbal communication

#### Qualifications:

- This is a demanding business, and we look for flexibility with workdays and hours, but it's also a lot of fun!
- Previous experience passionately providing service to others. Excellent phone skills are needed.
- People Person. The best part of serving others is creating experiences for them that go beyond the expected.
- Great communicator. Providing amazing experiences requires the ability to communicate fluently in English both verbally and through legible writing
- A qualified applicant is a "people person" who is flexible with their schedule, loves to serve others, and knows how to multi-task while ensuring accuracy.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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