



TITANIC HOTEL
BELFAST

JOB DESCRIPTION

TITLE:	Reservations Agent
DEPARTMENT:	Reservations
RESPONSIBLE TO:	Reservations Manager
LIAISE WITH:	Housekeeping/Reception/Accounts

Job Purpose:-

To ensure that reservations are dealt with effectively and to carry out effective room merchandising to maximise room revenue.

Main responsibilities/Key Tasks:-

- To ensure that reservations are dealt with in an efficient and pleasant manner.
- To be fully conversant with the facilities, services and special promotions offered by the hotel and to pass this information on to the guest whenever the possibility arises in order to maximise hotel sales.
- To provide a hospitable service to the standards laid down in the Standards Training Manual.
- To be fully conversant with Hotsoft.
- To maintain at all times the filing and filing system.
- To communicate with reception at all times and assist where necessary.
- To check all correspondence in connection with reservations and deal with accordingly.
- To be fully aware of all types of bedrooms, all their facilities and locations.
- To be able to offer an alternative (i.e. date, type of room) if we cannot provide what our caller requires.
- To ensure that restricted dates, offer rates and promotions are updated and monitored on a daily basis.

- To run all appropriate reports connected with rooms as laid down in the Reservations Manual and distributed to the General Manager and Reception Manager – as agreed with your manager.
- To work in accordance with the rooms strategy/top line actions.
- To communicate and co-ordinate group enquiries, rate quotes with the Sales Manager and Revenue Team as appropriate.
- To ensure that group information and contracts are kept up to date and followed up in line with hotel policy.
- To ensure that the hotel credit policy is adhered to.
- To advise housekeeping of any special requirements requested, i.e. late booking, Z beds, cots and VIP's.
- To ensure that all standards and procedures comply with any Revenue/Finance Audits.
- To develop and maintain good working relationships with all departments in the hotel.
- To attend all relevant training as and when required.
- To show willingness to take on additional responsibilities when necessary.
- Familiarise yourself with our Core Values TITANIC which link to the desired behaviours that we expect all our employees to display
- To have a thorough knowledge of and adherence to the law with regard to the following company regulations:
 - Fire regulations and procedures
 - Health and safety regulations
 - First aid procedures
- To ensure that the company dress code is always adhered to.
- To undertake special duties or work outside the normal daily/weekly routine but within the overall scope of the position at the request of your Supervisor/Line Manager.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

I confirm that I have read and agreed this Job Description explaining the main duties of my job.

Employee Name (print) _____

Employee Signature _____ Date _____