



Job Description

Job Title: Reservations Agent
Reports To: Front Office Manager
FLSA Status: Non-Exempt
Department: Front Office
Division: Front Desk

Summary: Acts as a representative of the hotel by providing information and services to guests by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned.

- 1. Answer the phones in accordance with company standards**
- 2. Direct phone calls to appropriate personnel and guests**
- 3. Assist all guests and employees as needed**
- 4. Make reservations**
- 5. Change/cancel reservations**
- 6. Process confirmations**
- 7. Process and research travel agency commissions**
- 8. Accept other special duties as required by management**