



POSTING: CENTRAL RESERVATIONS AGENT

LOCATION: Richmond, BC

REPORTING TO: CENTRAL RESERVATIONS MANAGER

JOB DESCRIPTION:

The Sandman Hotel Group is looking for a professional, positive, customer-friendly Central Reservations Agent to join our fast paced (yet fun!) National Call Centre team. You will be working in a dynamic office environment responsible for high volume customer calls, faxes, and emails, which service all 35 Sandman Hotel Group properties across Canada.

Join our team and enjoy the many benefits of working for Canada's fastest-growing, privately-owned hospitality company, including a competitive employee compensation package, diverse employee schedules (to suit our employees' preferences), and internal corporate career advancement...not to mention we're a fun group of people to work with. If you are looking for career in hospitality with a future, then the Sandman Hotel Group is for you.

JOB REQUIREMENTS:

- Must be able to type 60 words per minute (minimum)
- Experienced with Microsoft Office business applications (such as Word, Excel, Outlook, etc)
- Must be multitask and pay close attention to detail.
- Experienced in customer relations with exceptional telephone skills.
- Excellent command of the English language.
- Fast computer data entry skills.
- Must be able to commit to intensive full-time 4-week training

DUTIES:

- Ensure incoming calls are answered in a professional and courteous manner and established procedures are adhered to without failure
- Ensure all paperwork; e-mailing and faxing are completed in a timely fashion.
- Complete all duties as assigned by supervisors and managers.
- Ensure that proper selling techniques are used to sell all the hotels.

APPLICABLE SKILLS

- Very good command of English
- Very good customer relation skills
- Highly skilled in managing people
- Detail oriented
- Good typing and excellent telephone skills
- Good knowledge of Microsoft Office Applications
- Good knowledge of networked terminal/computer systems
- Highly organized, decisive, adaptable to change and able to handle multiple priorities under pressure.
- Previous supervisory or training experience is an asset.
- Professional presentation, demeanour and telephone manner with a passion to exceed guest expectations.

