

POSTING: CENTRAL RESERVATIONS AGENT

LOCATION: Vancouver, BC

REPORTING TO: CENTRAL RESERVATIONS MANAGER

JOB DESCRIPTION:

The Sandman Central Reservations office, handles 31 properties' reservations. Sandman Hotels, Inns & Suites properties are located throughout BC, AB, SK, and QC. The Central Reservations office operates 24 hours a day, seven days a week. It is a fast-paced office environment with heavy call volume, as well as fax and email traffic.

JOB REQUIREMENTS:

Applicants are required to be flexible with work schedule, including weekends and night schedule. Minimum of one year previous experience in a hotel reservations or front desk environment is a must. Must have excellent command of the English language and good computer skills. Must be a well-organized person with a good sense of humour and decision making abilities.

DUTIES:

Answering incoming calls, checking availability and entering reservations into the hotel property management systems. Answering fax and email inquiries; making reservations via fax and email. Ensuring calls are answered in a prompt and professional fashion. Ensuring, proper selling techniques and strategies are utilized to maximize room revenues. Handling group enquiries on behalf of properties and coordinating information flow to respective hotels. Handling chain-wide loyalty program applications and processing applications. Coordinating shipment of various collateral to hotels within the chain. Answering all enquiries pertaining to individual hotels; including room types, rates, and facilities, as well as the surrounding areas. Fast-paced, yet fun work environment.

APPLICABLE SKILLS

- Excellent command of the English language
- Very good customer relation skills
- Detail oriented with the ability to multi-task
- Good typing and excellent telephone skills
- Good knowledge of Microsoft Office Applications
- Good knowledge of networked terminal/computer systems
- Secondary language preferred, but not required

Entry Level Position: No

Supervisory Level Position: No

Compensation:

Salary Range: **Bonus Plan:** ___Yes ___No **Accommodation:** ___Yes ___No

Other: ___√___Extended Medical ___√___Dental ___√___Health Care (STANDARD HOTEL PACKAGE)

SUMMATION:

Submission of resume does not guarantee an interview or an actual transfer. Qualified applicants are encouraged to apply, provided they meet the minimal requirements of the applicable skills required. If you are currently employed with Sandman Hotels, Inns & Suites, you must have been in your current position for one full year.

Office Use:**Date Received:****Effective Dates:** **Reviewed/Approved****Notes:** _____ **Submitted to Marketing** **Resumes Sent to Contact****Signature:**