



Job Title: Reservationist
Reports To: Reservations Manager

Department: Reservations
FLSA Status: Non-Exempt

Job Objective: To provide pre-arrival services to our hotel and restaurant guests/patrons including: rooms merchandising, reservation and room assignment activities, selling additional services such as restaurant reservations and spa treatments, pre-arranging guest activity requests and cross-selling. To be familiar with and comply with Mirabel Hotel & Restaurant Group's Mission and Service Standards as well as Relais & Chateaux's 5C's Philosophy and The 5 Experiences in performing all key areas of accountability and other essential duties and responsibilities for all of our properties.

Key Areas of Accountability:

- Answer and handle all incoming telephone calls efficiently and accurately according to Mirabel Standards.
- Make and confirm room reservations according to each hotel's standards utilizing rooms merchandising techniques.
- Make and confirm dining reservations according to each restaurant's standards.
- Have extensive product knowledge of each of the properties and services in order to effectively service guest needs and effectively sell our services.
- Be familiar with all packages, promotions, events and advertising that a guest may call in reference to.
- Answer inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment and travel directions.
- Ensure guests are advised of policies and deposit requirements.
- Offer and make pre-arrival arrangements for restaurant reservations, spa treatments, transportation, entertainment and any other guest requests.
- Keep familiarity current with Market Segments and Sources, Rates, Packages and Promotions.
- Communicate effectively with management and fellow employees.
- Adhere to and promote the Relais & Chateaux Mission Statement/Objectives.
- Adhere to and promote the Mirabel Hotel and Restaurant Group Service Standards.
- Complete Daily Tracking Reports & Checklists.
- Follow up on all Internet Bookings, assign room numbers, charge deposits, update notes, send e-mails or call by phone to sell dinner reservations or spa services and anticipate guest needs.
- Keep familiar with and be able to close out or manage third party reseller sites as assigned.
- Able to research past guest history and answer billing questions.
- Assist with training new front desk staff or reservationist as assigned.
- Handles Expedia or other reseller sites billing as assigned.
- Assist Reservations manager with other responsibilities related to group reservations, revenue management, restaurant book maintenance, or Delphi maintenance as individually assigned.

Other Duties and Responsibilities:

- Attend all mandatory staff meetings and training sessions.
- Be familiar and comply with the Drug Free Work Place Policy.
- Transmit and receive telephone messages.
- Complete Daily Tracking Reports & Checklists.
- Follow up on all Internet Bookings, assign room numbers, charge deposits, update notes, send e-mails or call by phone to sell dinner reservations or spa services and anticipate guest needs.
- Demonstrate loyalty and trustworthiness to the entire Mirabel Hotel & Restaurant Group.
- Complete special projects as assigned by the Reservations Manager.

Supervisory Responsibilities: Not Applicable.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Education/Experience:** One-year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience. Customer service skills/experience is required. Employee must be genuinely personable and cordial.

***Equipment/Computer Experience:** Basic typing skills required, 10-key helpful, computer experience preferred, adaptability required.

***Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedural manuals. Communicate effectively and efficiently with our guests via e-mail using proper English etiquette.

***Mathematical Skills:** Ability to calculate figures and amounts such as discounts, commissions, proportions and percentages as well as the ability to apply basic concepts of basic algebra and accounting.

***Reasoning Skills:** Ability to apply common sense understanding to carry out instructions furnished in written oral or diagram form as well as the ability to deal with problems involving several concrete variables in standardized situations. Employee should have excellent problem solving skills.

***Certification/Licenses/Registration:** None.

***Other:** Must not pose a direct threat to others.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands and fingers to handle or feel, reach with hands and arms and talk and hear. The employee is occasionally required to climb, sit, stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision and ability to adjust focus.

The employee should be able to move around and work with others in a small confined area.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Performance Evaluation: Evaluation of performance of key areas of accountability, other essential duties and responsibilities as well as attendance, proper uniform etc., will be done by way of input based on observance from Reservations Manager, Guest Comments, Test Calls, as well as co-worker input.

I have read and agree to comply with the above job description.

Signature

Date