



Position: Reservationist **Status:** Part Time/ Full Time

Type of Position: Hourly

Location: Charleston Harbor Resort and Marina 20 Patriots Point Road Mt. Pleasant, SC 29464

If interested, contact: Carolyn Schneider (843)284-7050 cschneider@charlestonharborresort.com

BASIC FUNCTION:

The Reservationist is to be able to provide friendly, efficient and informative information to all guests and travel agents wishing to secure a booking.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

Our Reservationists must have excellent verbal and written communication skills, and basic computer and math skills. Attention to detail, problem solving, and the ability to work independently is necessary. Must also be able to comfortably follow a scripted routine and provide descriptive details about our resort, its rooms and its programs, outlets and features.

- Maintain and improve the quality of the guest experience BEFORE they arrive and AFTER they have booked
- Answer phones and follow a routine script to gain and qualify the guests needs, ensuring proper information is received, special requests are noted and accurate information is established
- Follow set procedures on booking specific rate plans, packages and note guests special needs and/or requests to ensure their experience is flawless
- Maintain reservation arrivals and room inventory for availability

- Promote and sell special hotel programs, special rate packages, and upgrades when appropriate
- Answer the telephone in a professional manner and assist guests with any questions, sale of the outlets, and directions to the property etc.,
- Maintain Reservations email for written requests/needs and bookings
- Enter and maintain group blocks, information and inventory
- Maintain an up to date working knowledge of all resort amenities as well as any special events
- Interact with resort staff in a professional manner, assisting other departments with necessary information on guests arrivals and requests/special needs
- Be knowledgeable of all emergency procedures and Resort policies
- Communicate all pertinent information to the Director of Revenue/Reservations, Front Desk Managers, Director of Rooms and Sales Department as necessary
- Champion programs that train and develop the team as it relates to policies and procedures
- Cultivate an atmosphere of continuous learning
- Foster and grow working relationships with other departments
- Maintain and improve the quality of information given to guests via the phone or email

POSITION REQUIREMENTS:

- High school graduate or equivalent required
- Excellent oral and communication skills required
- Excellent multi-tasking skills required
- Ability to handle stressful situations in a calm, professional manner
- Sales experience, hospitality preferred
- Able to work varying shifts depending on the requirements of the position