

# JOB DESCRIPTION

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## JOB TITLE

RESERVATIONS SALES AGENT

## REPORTS TO

ROOMS DIVISION MANAGER

## DEPARTMENT

RESERVATIONS

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## POSITION OVERVIEW

Millbrook Resort is New Zealand's leading lifestyle resort. Our mission is to be recognised as world-class and achieve excellence in all aspects of our business.

The Reservations Sales Agent will support the Reservations Manager to ensure that all aspects of the reservations team are efficiently and effectively organised. This role will work closely with the golf booking process to add value for the golf operations department. Optimise hotel occupancy, average rate and yield, successfully converting all FIT reservations into materialised bookings and taking responsibility to attain the highest possible occupancy and average rate. Ensuring that guest expectations are met and exceeded resulting in future return business.

## SUCCESS PROFILE

- Minimum of one years' experience in reservations or front office.
- Excellent attention to detail, time management and problem-solving skills.
- Ability to multitask and work to tight deadlines.
- Ability to work under own initiative in a highly pressured environment.
- Excellent standard of written and verbal communication.
- Knowledge of Opera and Concept systems desirable.

## POLICIES & PROCEDURES

- Ensure compliance with licensing laws, Health and Safety at Work Act 2015 and other statutory regulations.
- Show commitment to driving environmental and sustainable practices day to day within the role.
- Confidentiality of guest information is always essential in line with Privacy Act 2020.
- Implement and adhere to resort policies and procedures.

## KEY ACCOUNTABILITY

- Manage all requests for reservations via email and telephone, responding in a professional manner, recording clearly, accurately, and appropriately.
- Aim to convert all enquiries into sales, ensuring email confirmation is sent as soon as possible and within 24 hours of the initial enquiry.
- Sell rooms to achieve the occupancy and yield results required, with the aim of exceeding budget forecasts, including up-selling.
- Provide a detailed information service for all the resort's facilities.
- Control of rooming allocations, ensuring all rooms are allocated in-line with the guests' requests within the required timeframes.
- Check no shows from previous day and action for processing and follow up, ensure the Senior Reservations Sales Agent is made aware of the outcome.
- Liaise with other departments to ensure specific requirements and special requests are actioned, including airport transfers, porter, spa, golf and food and beverage.
- Ensure an accurate and complete guest profile exists for all guests and the details for any VIPs etc. are communicated to management.
- Sound knowledge of reservations practises and contribute to daily, weekly & monthly operational meetings. Attending these meetings in the absence of the Senior Reservations Sales Agent.
- Communication with MICE and sales to forward all possible leads and feedback from inbound and corporate markets.
- Effectively use the results of all guest feedback to maintain & improve the scores for the reservations department, including ongoing quality improvement.
- Ensure all communication both internal and external is clear, precise, friendly. professional and always delivered to a five-star level.
- Carry-out administrative tasks for the department when required.
- Maintain focus on the guest experience, tailoring the service where possible, encourage staff to use their own initiative.
- Follow the standards and performance outlined during training and in the departmental SOP's; ensuring all tasks are completed to these standards.
- In conjunction with the Senior Reservations Sales Agent, maintain an up-to-date Reservations operational manual, to assist with training of new staff.
- Assisting with golf bookings – informing guests of all relevant golf information, reserving tee times for guests, and responding to all inquiries in a timely manner.
- Carry out any other duties as directed by management.

- Preparing for future change for a centralised booking system in the reservations department.
- Participate as an effective team member and assist with extra duties within the department if required.