



OAK BAY
BEACH HOTEL

Reservation Attendant

JOB DESCRIPTION

The **Oak Bay Beach Hotel** is Victoria's first full-service luxury hotel with private residences - a property that is without comparison in all of Canada. We understand that providing guests with world-class service in amazing surroundings requires a team of talented and dedicated people who are committed to producing exceptional results every day. Working with moral integrity in a supportive environment, where individual thought and opinion are respected and encouraged, we have great expectations of our team members – and understand that you expect the same commitment from us.

You, as a valued member of the Oak Bay Beach Hotel Team, are the type of individual who never settles for the status quo, but continually searches for innovative ways to improve the guest experience. You take the same pride in welcoming and serving a guest of the Hotel as you would someone in your own home and understand that a warm, caring, family environment is only supported by true hospitality professionals who not only understand that “anything is possible”, but also have the creativity to make the impossible happen.

Position Title	Reservation Attendant
Level of Commitment	Full time
Reports to	Reservation and Revenue Manager
Works With	Front Desk, Reservations Department, Hotel Leadership
External Relationships	Oak Bay Beach Hotel visitors, guests, community.
Supervisory Responsibility	None

Scope and Purpose

Working to the core values and operational standards of the Oak Bay Beach Hotel, and as a key member of the hotel Team, the role of Reservation Attendant contributes to the success of the Rooms Division of the Hotel. This position requires someone that is hospitable, friendly, and outgoing with a focus on guest service. The Reservation Attendant provides reservation support to the Reservation and Revenue Manager in daily requirements and project work, maximizing revenue opportunity providing seamless execution of the guest reservation.

Position Responsibilities and Accountabilities

- Book guest reservations for individuals and /or groups via telephone, email or fax from within the hotel in accordance with established standards using the hotel's reservations systems.
- Up-sell rooms where possible to maximize revenues and utilize yield management strategies.
- Accurately enter all reservations and rooming lists into the property management system.
- Process cancellations, revisions and information updates or changes.
- Ensure all extranet sites are accurately updated with confirmation numbers in a timely manner.
- Provide accurate information about the city and surrounding attractions when asked by guests.
- Responsible for communicating with guests prior to their stay confirming details and taking the opportunity to enhance the guest experience.
- Handle all guest interactions with the highest level of hospitality and professionalism.
- Greet guests in a friendly and courteous manner during all interactions.
- Participate in package development and implementation.
- Stay apprised of current rates, rate changes and all hotel promotions.
- Investigate rate discrepancies and report finding to Reservations Manager.
- Conduct regular audits of Hotel systems and advertising tools ensuring accuracy of rates, package information and availability.
- Responds to phone and email messages or refers inquiries to appropriate department or individuals.
- Monitor social media / online content management strategies for the hotel.
- Monitor Hotel systems and advertising tools ensuring accuracy of rates, packages and availability.
- Monitor and manage social media / online content management strategies for the hotel.
- Demonstrate sincere guest focus and true appreciation for the guest experience.

Core Competencies, Characteristics and Qualifications

- Experience in Hotel reservations preferred.
- Experience in sales an asset.
- Demonstrated strong leadership, team, and communication skills are essential.
- Highly detail oriented, exceptional organizational skills and able to handle competing priorities.
- Strong knowledge of MS Office.
- Previous experience using a Hotel reservation/booking system.
- Demonstrates strong organizational and multi-tasking abilities with attention to detail.
- Ability to take ownership of duties and show initiative.
- Team player and proactively looks for ways to enhance the level of service provided to internal customers; therefore allowing them to focus on their key responsibilities.
- Ability to maintain strict confidences.
- Proven warm and sincere verbal communication skills.
- Effective communication capabilities demonstrating sound judgment.
- Ability to respond to questions from clients and guests offering appropriate options or resolutions.
- Strong personal integrity with an innate desire to work in an ethical manner.
- Detail oriented, strong organizational skills and able to handle multiple priorities.
- Shift work is expected including evenings and weekends.
- All other duties as assigned that will assist and support the mandate of the Hotel and its ongoing success.