



OAK BAY
BEACH HOTEL

Reservations Agent

The Reservations Agent provides reservation support to the Rooms Division Manager through both daily requirements and project work. The position requires someone who is hospitable, friendly and outgoing with a focus on guest service.

Responsibilities:

- Book guest reservations for individuals and /or groups via telephone, email or fax from within the hotel
- Up-sell rooms where possible to maximize revenues
- 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.
- 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.

Qualifications:

- Experience in Hotel reservations preferred.
- Experience with a hotel PMS preferred
- Experience in sales an asset.
- Demonstrated strong leadership, team, and communication skills are essential.
- Strong knowledge of MS Office.
- Previous experience using a Hotel reservation/booking system.

Oak Bay Beach Hotel is a luxury, boutique resort in the heart of historic Oak Bay, Victoria. Our vision is to provide service that is second to none while still maintaining a workplace that is relaxed, approachable, and inclusive. Along with competitive compensation, our team members receive perks such as complimentary parking, health benefits, and a daily staff meal plan. If you are interested in joining our amazing team then we have a fantastic opportunity for you.