

The Killarney Park

Job Description: Reservation Agent

Position: Reservation Agent

Department: Reservations

Reports to: Reservations Manager

Overview:

The Reservation Agent plays a crucial role in handling guest reservations and sales inquiries, ensuring the highest levels of customer satisfaction. This position is responsible for maximizing room sales and delivering exceptional service to potential and existing guests by offering tailored solutions and detailed information about the hotel's offerings.

Key Responsibilities:

- **Reservations Management:**
 - Handle all incoming reservations for guest rooms, including telephone, email, and online reservations, ensuring accuracy and a smooth booking process.
 - Update and manage the hotel's reservation system to maintain accurate records and availability.
 - Process group bookings, special requests, and VIP reservations, ensuring each guest receives the highest level of service.
- **Sales Support:**
 - Assist the Sales team in securing new business by identifying sales opportunities and promoting hotel services.
 - Engage with corporate clients, travel agents, and tour operators to secure reservations and increase bookings.
 - Provide detailed information on hotel facilities, services, rates, and promotions to both potential and returning guests.
 - Upsell additional services such as room upgrades, dining, and other hotel amenities.
- **Customer Service:**
 - Provide excellent customer service to all guests, addressing inquiries, resolving issues, and offering personalized recommendations.
 - Handle guest requests and inquiries promptly, ensuring satisfaction and loyalty.
 - Respond to customer complaints professionally and work towards effective resolution.
- **Administrative Tasks:**
 - Maintain accurate records of reservations, payments, and cancellations.



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- Ensure accurate input and updates on the hotel's reservation system and sales platforms.
- Assist in preparing reports on reservations, occupancy rates, and sales performance.
- **Team Collaboration:**
 - Work closely with the Front Desk and Housekeeping teams to ensure smooth check-in/check-out processes and coordination of guest needs.
 - Collaborate with the Sales team to promote the hotel's offerings and ensure sales targets are met.
- **Marketing Support:**
 - Assist in the implementation of marketing campaigns, including special promotions and seasonal packages.
 - Stay informed about local events and attractions to provide relevant information to guests and potential clients.
- **Revenue Management:**
 - Assist in managing room inventory and ensure rooms are sold at optimal rates, adjusting pricing based on demand and occupancy.
 - Promote upselling and cross-selling opportunities to maximize revenue per booking.

Working Hours:

As per the schedule provided, including weekends and holidays when necessary.

Working Conditions:

This role involves working in an office setting, with some administrative tasks. It requires a keen attention to detail, excellent communication skills, and the ability to multitask in a fast-paced environment.

About The Killarney Park Hotel:

The Killarney Park Hotel is a five-star property in the heart of Killarney, offering exceptional service and luxurious accommodations. The hotel is renowned for its welcoming atmosphere and dedication to guest satisfaction, and as a Sales/Reservation Agent, you will play a key part in creating memorable experiences for all guests.

