**Scope and Range**

Service oriented professional; handle basic operations of the department, mainly reservations which come in various forms such as telephone, facsimile, GDS, etc.; data input and preparation of various reports, record keeping. Making and confirming reservations within the hotel property management system, assigning rooms to guests, transmitting and receiving messages, keeping records of occupied rooms and complete and accurate guest profiles. Effectively communicate with guests and amongst various departments, notably Sales, Front Office, Concierge, and Guest Relations, to ensure all guest requests and needs are fulfilled in a timely and effective manner.

* **Customer and Personal Service**

Knowledge of principles and processes for providing customer and personal services as well as methods for promoting and selling. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Actively listening to guest so as to understand guest needs. Speaking clearly and effectively to convey hotel product and services. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches. Good problem sensitivity and inductive reasoning when handling sensitive guest matters. Developing constructive and cooperative working relationships with others, and maintaining them over time.

* **Clerical**

Good typing skills and computer savvy; knowledge of administrative and clerical procedures and systems such as Word, Excel, PowerPoint, hotel property management systems knowledge beneficial; managing files and records, designing forms, filing, and other office procedures and terminology. Basic knowledge of arithmetic, using mathematics to solve problems.

* Perform any other reasonable duties as outlined and required by the Department Head.
* Strong experience in customer service and hotel industry beneficial.

Key Traits: Initiative, Diligent, Meticulous, Organized, Able to work under pressure, Responsible, Positive, Caring