**JOB DESCRIPTION**

**Position: Reservations Group Coordinator**

**Department: Reservations**

**Reports to: Reservations Manager**

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has under development over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing Southwest waterfront. Commanding monumental views, the property offers 373 guest rooms including 51 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and devoted to a superior level of service and culture.

**Strategic Intent**

It is the mission and intent of this position that the incumbent will carry out the mission of the Reservations Department, keeping the guest's perspective in mind at all times.

**Scope of Position**

The Reservations Group Coordinator will be responsible for the warm, sincere and professional handling of group room blocks as the primary liaison between the meeting planner and the hotel for group room requirements. Great attention to detail, ability to maximize group room revenue, and abidance to contracted group room blocks are required.

**Organizational Structure**

The Reservations Group Coordinator will report to the Reservations Manager. The Reservations Group Coordinator works closely with the Director of Revenue, Group Sales, Catering & Event teams, as well as Finance.

**Duties and Supporting Responsibilities**

* Work in conjunction with Director of Revenue Management to maximize room revenue and occupancy by effectively controlling rates and availability, with focus on group market segment.
* Update the various distribution channels, (PMS, SynXis, PassKey, etc.) for proper rate and room availability as directed by the Director of Revenue Management.
* Establish and maintain contact with Group Meeting Planners.
* Obtain all details regarding group room blocks, attendees, billing pattern, arrival/departure pattern, additional guest room needs.
* Review sales contract and Delphi booking recap to ascertain guestroom needs from each group (including room block and associated group rate).
* Receive rooming list from Meeting Planner, input all reservations, changes, cancellations.
* Input group billing pattern.
* Liaise with Front Office and Finance to ensure all group needs are communicated effectively.
* Careful monitoring of Group cut-off dates, effective follow up with Catering/Events Manger to ensure room nights and revenue are protected.
* Timely release of pending groups, after reservations due date has passed.
* Attend Group Pre-Conference Meetings.
* Attend weekly Catering/Event Management Resume meetings.
* Attend weekly Group Pick-Up meetings.
* Generate and update list of upcoming groups for Reservations colleague's reference.
* Complete follow-through of no-show and late cancellation charges.
* Ensure and maintain a very high standard of personal hygiene, behavior and grooming standards of staff.
* Handle all guest complaints and comments relating to group reservations tactfully.
* Liaise with Sabre Hospitality Call Center to ensure seamless group reservations experience of our guests and follow through on guest complaints.
* May carry out duties and responsibilities of Reservations Sales Agents to include but not limited to phone coverage (which includes mystery shop calls).
* Perform any other reasonable duties as required by the Reservations Manager or Director of Revenue Management.

**Requirements**

* Prior reservations experience is required; those with luxury hotel or resort experience will be preferred.
* Must possess strong computer proficiency; MS Office, property management systems, Delphi all required.
* Must be a self-starter and proactive in establishing contact with Meeting Planners/Group Contacts.
* Effective decision making ability to increase/decrease group room blocks in accordance with rate guidelines and selling strategy.
* Must be able to work a flexible schedule that will include days, evenings, weekends and holidays.
* Must possess strong communication skills with fluency in English required.
* Prior front desk experience is preferred; those with luxury hotel or resort experience will be preferred.
* Bachelor's Degree in related field is preferred.

**Requirement on Core Competencies**

The incumbent will require the following personal attributes:

*Delighting our clients*

* Awareness and sensitivity to the concept of luxury and quality
* Responsive and genuine with guests and colleagues
* Confident with guest interaction

*Working with Colleagues*

* Able to read and write in English
* Is culturally sensitive
* Listens to fellow colleagues
* Is co-operative and committed to the MOHG Mission

*Promoting a Climate of Enthusiasm*

* Has energy and drive
* Has a sense of urgency for guest requests
* Communicates clearly
* Open to feedback and learning

*Being the Best*

* Achievement and goal oriented
* Is positive
* Able to communicate alternative and positive solutions to problems
* Adaptable and suitable to change
* Seeks continuous improvement opportunities

*Delivering Shareholder Value*

* Committed to the overall MOHG mission

*Playing by the Rules*

* Operates ethically
* High level of personal integrity
* Balances needs of guests and colleagues

*Acting with Responsibility*

* Establishes self-accountability
* Accepts feedback and coaching

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.

# Signature

Applicant

I have reviewed this job description and have asked any questions necessary to understand its content.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Applicant Date

Human Resources

I have presented this job description to the above named applicant.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources Representative Date