**JOB DESCRIPTION**

**Position: Reservations Supervisor**

**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 Supervisor will provide supervision and leadership in the Reservations Department in accordance with the objectives, performance and quality standards established by the hotel. The Reservations Supervisor reports to and assists the Reservations Manager, by directly supervising the Reservations Sales Agents and also directly assisting our guests with their reservation requests, ensuring each interaction is personalized. The Reservations Supervisor will be dedicated to stellar guest satisfaction, providing guidance and information about our hotel, location and services. S/he will be able to anticipate our guest's needs, ensuring each interaction is delightful and memorable. The Reservations Supervisor will be responsible for Rooms, Dining and Spa Reservations.

**Organizational Structure**

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

**Duties and Supporting Responsibilities**

* Support company's philosophy and company culture through the use of Pillars of Legendary Quality Experiences on a daily basis to ensure Guest Satisfaction and the achievement of our Mission Statement
* Follow departmental standards at all times to ensure consistent, professional and delightful service to guests
* Take appropriate action to resolve and/or prevent guest complaints
* Anticipate guest needs and be knowledgeable regarding hotel, location, and services
* Record all guest preferences so they can be acted upon by operational departments
* Perform all reservation service sequences to the departmental standard
* Answer the phone and follow hotel/departmental phone etiquette
* Handle basic operations of the department, mainly reservations from multiple channels such as telephone, email, SynXis, Passkey etc. and use the hotel’s property management system, Open Table, SpaSoft and other systems as required
* Ensure that communication with other departments, notably F&B, Sales, Concierge, Housekeeping, Front Desk, Guest Relations, Spa, Finance and any other concerned department is maintained with pertinent information
* Ensure daily check-lists are acted upon and completed prior to end of business day
* Be able to explain the different menu items and spa treatments using proper verbiage that has been set by management
* Accountable for recording all allergies and dislikes as a guest preference
* Manage the ACD call queue, and supervise Reservations Sales Agents, ensuring their duties are executed in accordance with Legendary Quality Standards, and that policies and procedures are properly understood and followed through
* Coach and train Reservations Sales Agents in support of Reservations Manager
* Perform any other reasonable duties as required by the Reservations Manager and Director of Revenue Management, with the intent to provide excellent service and maximize revenue within the standards of the brand and the scope of the reservations department

**Requirements**

* Previous experience in hospitality or related field
* Excellent communication skills with fluency in reading, writing and speaking English
* Ability to communicate clearly and tactfully including under challenging circumstances, e.g., guest recovery.
* Superior telephone etiquette is required.
* Ability to multi-task and demonstrate composure.
* Training and coaching skills.
* Computer proficiency is required; Microsoft Office; prior experience with front office/booking software is strongly preferred.
* Demonstrated ability to satisfy and delight guests is required.
* Must be able to work a flexible schedule that will include days, evenings, weekends and holidays.

**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.

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Applicant Date

Human Resources

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

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Human Resources Representative Date