

Posted March 2023

Front Desk Reservation Agent Job Description:

We are looking for detail-oriented reservation agents to assist our customers with their booking needs. You will provide various booking services, including answering customers' questions, making tour suggestions, and booking tours and gear rentals.

To be successful as a Reservation Agent you must be able to work with minimal supervision and have excellent customer service skills. Additionally, you should be able to up-sell and have excellent knowledge of deals and savings available to customers.

Front Desk Reservation Agent Responsibilities:

Assisting and advising customers who may be choosing from a variety of services offered.

Making reservations for customers based on their various requirements and budgetary allowances.

Checking the availability of tours, gear rentals & shuttle transportation on the customers' desired dates.

Processing payments and sending confirmation details to customers.

Sorting out any issues that may arise with bookings or reservations.

Selling and promoting offered services.

Answering any questions customers might have about the reservation process.

Up-selling, when appropriate, by informing customers of additional services or special packages.

Providing support to customers who may need to amend or cancel a reservation.

Front Desk Reservation Agent Requirements:

Minimum high school diploma. (College degree preferred)

Experience working in sales or public relations, preferably in the hospitality or travel industries.

Customer-service experience.

Excellent written and verbal communication skills.

Multi-tasking and time-management skills, with the ability to prioritize tasks.

Proficient in Microsoft office suite.

Data entry experience.

Flexible working hours.

How to Apply

To Apply: Please send your schedule, your resume: skylakeswild@gmail.com

You may also email or call 541-591-0949 for more information.