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POSITION TITLE: Reservations Manager	DEPARTMENT: Sales & Marketing
REPORTS TO: Director, Revenue Management	FLSA DESIGNATION: Overtime Eligible Manager
DATE WRITTEN/REVISED: August 1999	GENERAL MANAGER APPROVAL:

POSITION PURPOSE

Manage the daily operation of the Reservations Department, ensuring outstanding customer service, enforcement of hotel policies and procedures, and proper selling techniques designed to enhance overall hotel revenue.

ESSENTIAL FUNCTIONS

AVERAGE % OF TIME

- 40% Recruit, hire, train and manage the Reservation Sales Department staff, ensuring that proper selling strategies are sold and all standard operating procedures are in place and adhered to.
- 20% Responsible for addressing and resolving all customer service issues in a positive manner.
- 20% Handle overflow reservation calls when necessary to provide optimal customer service and minimal hold time.
- 10% Assist Director, Revenue Management and Revenue Manager in report preparation. Facilitate completion of Competitive Pricing Analysis and compilation of turndown data. Manage office paper-flow, faxes, mail, etc.
- 10% Coordinate and facilitate ongoing reservation department sales and technical training, ensuring outstanding customer service, excellent reservation sales skills and optimal agent productivity.

Other:

Regular attendance in conformance with the standards, which may be established from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel. In addition, attendance at all scheduled training sessions and meetings is required.

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Upon employment, all employees are required to fully comply with Starwood rules and regulations for the safe and effective operation of the hotel facilities. Employees who violate hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

SUPPORTIVE FUNCTIONS

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the manager based upon the particular requirements of the hotel:

- Manage reservations functionality of Property Management System to maintain accurate coding and reporting processes.
- Coordinate all group activity and information, including processing of rooming lists, advance deposits and group resumes.
- Professionally represent the hotel by participating in client and industry functions (pre-convention meetings, guest receptions, industry events, etc.).
- Develop working relationships with managers in the Group and Catering Sales offices and Front Desk areas, providing information on remaining group block availability, VIP reservations, suite blocking, special requests, pre-blocking, billing set-up, etc.
- Continually monitor actions of competitive hotels (product quality improvements, supply changes, pricing strategies, service offerings, etc).

JOB DESCRIPTION (Continued)**POSITION TITLE:** Reservations Manager**PAGE 3 of 5****SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities:

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Most tasks are performed in a team environment with the employee acting as a team leader. There is minimal direct supervision.
- Desire to participate as part of a team.
- Extensive knowledge of competitive hotels (upper, direct and lower tier).
- Effective ability to supervise and motivate staff to maintain optimal department operation and staff development.
- Complete knowledge of hotel rooms and meeting related services available to guests.
- Ability to communicate effectively with internal and external customers exercising patience, tact and diplomacy.
- Must possess basic computational ability.
- Must possess computer skills, including, but not limited to, Microsoft Word and Excel.
- Math skills, as well as budgetary analysis capabilities required.
- Ability to operate the Central Reservations and Property Management Systems for the purposes of creating, changing and canceling reservations, pre-blocking, posting no-shows, reconciling travel agency commissions, etc.
- Ability to use/manipulate the Call Tracking Systems for scheduling purposes, ensuring optimal staffing and productivity.
- Comprehension of the reservation sales process.

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- Ability to manage department budget.
- Analytical approach to problem solving.
- Ability to deliver training.
- Demonstrate self-confidence, energy and enthusiasm.
- Present ideas, expectations and information in a concise, well-organized way.
- Use effective listening skills.
- Manage group or interpersonal conflict situation effectively.
- Manage time well, correctly prioritizing tasks.
- Highly visible in areas of responsibility.
- Identify positive public relations and teamwork opportunities.
- Working knowledge of federal, state and local laws governing equal employment opportunity and civil rights, occupational safety and health, wage and hour issues, and labor relations, including, but not limited to the following statutes and their state and local analogues (where applicable): Title VII, ADEA, Equal Pay Act, Pregnancy Discrimination Act, FLSA, ADA, OSHA, FMLA, and NLRA.

Physical Demands

- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems.
- Must be able to sit at a desk for up to 6 hours per day. Walking and standing are required the rest of the working day. Length of time of these tasks may vary from day to day and task to task.
- Must be able to exert well-paced ability to maneuver between functions occurring simultaneously.
- Must be able to exert well-paced ability to reach other departments of the hotel on a timely

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basis.

- Must be able to lift up to 15 lbs. on a regular and continuing basis.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and subordinates.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Must have finger dexterity to be able to operate office equipment such as computers, printers, 10-key adding machine, electric typewriter, multi-line touch tone phone, filing cabinets, FAX machines, photocopiers, dolly and other office equipment as needed.

QUALIFICATION STANDARDS

Education

High school or equivalent education required. Bachelor's Degree preferred.

Experience

One year hotel supervisory or management experience with a minimum of six months of Reservation Sales or related discipline experience.

Licenses or Certificates

None.

Grooming

All employees must maintain a neat, clean and well-groomed appearance per Starwood standards.

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.