



Reservations Agent

The Ivy Hotel - Baltimore, MD

DESCRIPTION:

The Ivy Hotel is looking for a reservation agent. The ideal candidate is a proven team player, with previous customer service experience, preferably within the hotel industry. Candidate must have excellent computer and communication skills in English (bi-lingual/multi-lingual is a plus). Must be detailed oriented, service-oriented, able to multi-task, and sell all aspects of the hotel (Rooms, Restaurant, Spa, Meeting space).

PRIMARY FUNCTIONS:

- Assures that reservations desk is covered and maintained at all times.
- Welcomes guests upon arrival in an efficient and friendly manner, using guest name whenever possible, and arrange for luggage to be delivered to in a timely manner.
- Utilizes a variety of computer systems to create or edit reservations, run daily reports, monitor room rates and availability.
- Reviews arrivals and departures for guest preferences and works closely with other departments (Front Office, Kitchen, Housekeeping, Maintenance and Valet) to ensure perfect customer service & satisfaction.
- Handles all guest interactions and responds to guest requests (in person, by phone or email) with the highest level of hospitality and professionalism.
- Resolves customer complaints; assists customers in all inquiries in connection with hotel services, hours of operations, key hotel personnel, in-house events, directions, etc. and accommodates special requests whenever possible
- Performs courtesy calls to guests and logs responses in corresponding logbooks making sure to follow up where necessary.
- Posts and adjusts charges and information on all folios and accounts and provides appropriate backup to Financial Services. Settles bill accurately through credit card or cash transaction.
- Maintains a balanced bank assigned by the hotel, and reconciles all transactions at the close of each shift.
- Processes all external and internal calls either by redirecting calls or assisting the caller
- Understands the hotel identity, and upholds all service procedures and communication standards as outlined by The Ivy Standard Operating Procedures.
- Works harmoniously and professionally with co-workers, supervisors and managers – assist with responsibilities and duties in the absence of or due to heavy volume in the areas of the Concierge, Bell Staff, Room Service, Maintenance and Housekeeping departments.



- Handle and distribute faxes, voice messages and written messages for personnel and hotel guests

REQUIREMENTS:

Essential:

- Previous customer related experience an asset
- High School Education or higher
- Must be available to work weekends and holidays – May be required to work varying schedules to reflect the business needs of the hotel.
- Must possess outstanding guest services skills and sophisticated verbal communication skills
- Proof of eligibility to work in the United States is required
- Must have basic computer skills and general knowledge of Microsoft Office
- Ability to focus attention on guest needs, remaining calm and courteous at all times

Desirable:

- Prior experience as a front desk/reservations agent
- Property Management Software (PMS) knowledge.
- Hospitality degree
- Fluency in one of the following languages: Spanish, French, Italian, Japanese, Mandarin, German or Arabic.

PHYSICAL ASPECTS OF POSITION (INCLUDE BUT ARE NOT LIMITED TO):

- Must be able to sit at a desk or stand for up to 8 hours/day
- Occasional standing, kneeling, pushing, pulling, lifting

To Apply, Please Email your Resume and Cover Letter to the Following Email Address:

Employment@theivybaltimore.com