



Reservation Agent

We are looking for a friendly, dynamic individual to join and enhance The Reefs' team who is able to offer outstanding customer service, and is flexible to work shifts, weekends and public holidays.

We are seeking a Reservation Agent who will be responsible for providing a professional, yet personal and efficient reservation experience for each guest of the resort. He/she must be prepared to offer outstanding customer service. The Reservation Agent will be required to process all advance deposits, cancellation penalties according to established resort requirements, provide information to any guest or visitor inquiring about room reservations and ancillary spending. In addition, he/she is expected to complete daily checklists and practice a high level of hospitality and courtesy at all times.

Essential:

- Professional image and personality
- Superior phone etiquette, manners, record keeping and follow-up skills
- Maintain database of guest preferences, habits and special dates
- Must possess outstanding guest service skills and professional presentation skills
- Must be able to handle a multitude of tasks in an intense, ever changing environment and prioritize job duties
- Computer literacy
- Professional manners, outgoing personality and ability to work on own initiative a must
- Minimum of 2 years' Hospitality Reservations or Front Office experience

Desired:

- Detail oriented and analytical mindset an asset.
- Excellent knowledge of Springer Miller Systems recommended but not required.
- Proficiency in English (verbal and written); multilingual is a plus.

If you are vibrant, possess lots of energy, willing to go the extra mile and have a love of tourism and Bermuda – please apply.

Please collect an application from our Front Desk at
56 South Shore Road Southampton
or contact gadminasst@thereefs.bm
Closing date 20th August 2012

Please include two employment and character references.
The Reefs like other establishments in Bermuda has a 'Drugs and Alcohol Don't work here policy' and is an equal opportunity employer.