



Harrison Hot Springs Resort is currently recruiting for the position of **Head Reservations Agent**.

About our company:

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

POSITION SUMMARY:

The Head Reservations Agent is responsible for the daily operations of the Reservations Department and assisting in maximizing room revenue.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Report to work on time, professionally groomed and name tag in place.
- Answer telephone calls and book reservations as required.
- Sell the resort and facilities and up-sell whenever possible.
- Assist in monitoring occupancy, rate and market segments to achieve maximum rates.
- Assist in monitoring and reporting on changes in booking patterns, lost business and market segment.
- Respond to guest feedback and ensure online guest messages are being actioned daily in OTA portals (Booking.com & Expedia).
- Assist in monitoring and report on packages and promotions.
- Communicating any package details to all pertinent departments.
- Communicating any package details to the Central Reservations Call Centre.
- Assist in monitoring of group blocks and reservations.
- Assist in monitoring forecasts.

- Assist in the training and development of Call Center reservation platform in coordination with the central reservations supervisor.
- Maintain historical data.
- Oversee and coordinate training for group reservations made through the Sales office.
- Send out confirmation letters and have the ability to create new information letters.
- Take, process and post orders for gift certificates.
- Understand each room type and amenities in each room type.
- Understand all Resort facilities and can accurately describe them to guests.
- Enter all individual and group reservations into the computer accurately and completely.
- Exceptional Guest interaction skills, both face to face and on phone.
- Assist guests by answering inquiries, signing up for events, dinner reservations, Spa services/appointments, etc.
- Assist in preparing the schedule for the department.
- Communicate shift updates to other team members.
- Assist in monitoring incoming and outgoing calls.
- Uphold the highest standard of internal and external customer service at all times.
- Follow resort guarantee and deposit procedures.
- Follow established third party credit card authorization procedures (PCI compliance via Converge Hospitality System and ensure the reservation team has the required training.
- Assist in Travel Agent commission preparation.
- Respond to internal, external, email, and fax requests in a timely professional and accurate manner.
- Assist in dealing with external complaints via email or telephone.
- File correspondence and ensure filing system is current and organized.
- Assist in training new team members.
- Provide support to all team members as required.
- Some stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
- Complete all requested additional related duties as assigned.

GUEST SERVICES:

- Respond to guests directly when working at the Guest Services Desk via telephone, mail or email inquiries.
- Ensure reservation agents are thoroughly trained through the services of Guest Services, whether this position is manned by front desk or reservations collectively.
- Strong local knowledge of attractions and restaurants, and maintain an updated list.
- Act as a lobby ambassador coming forward and offering Guest Services.
- Work the check-out line offering express check out to our guests.
- Arrange dress attire for guests who many not have the appropriate clothing required for the Copper Room.
- Take all amenity orders and accurately execute the delivery.
- Show site rooms to guests.
- Relay information to Switchboard/PBX and the Kitchen for room amenities.
- Manage the bookings of the tennis court times to ensure no conflict.

- Manage the games supplies for guest use.

EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:

- Must be able to perform each essential duty satisfactorily.
- University/college degree/diploma from a recognized hospitality/tourism post-secondary school an asset.
- An equivalent combination of education and experience will be considered.
- Minimum three years increasingly senior supervisory experience.
- Strong computer skills, including but not limited to, Microsoft Office, internet, e-mail, etc.
- Exceptional telephone skills.
- Strong attention to detail.
- Experience with yield management.
- Experience with room forecast and budgets.
- Experience with Property Management (preferably SMS) and forecasting systems.
- Second language is an asset.
- Flexible to a changing schedule.

Interested, qualified candidates are invited to submit their resume and cover letter to hshsr@harrisonresort.com or facsimile at 604-796-4712.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at HarrisonResort.com.

- **ONLY APPLICANTS LEGALLY ELIGIBLE TO WORK IN CANADA WILL BE CONSIDERED.**
- **FORIGN APPLICANTS MUST INCLUDE A COPY OF THEIR CANADIAN WORK PERMIT FOR THEIR APPLICATION TO BE CONSIDERED.**