

Reservation Agent Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Reservation Agent / Reservations Officer / Bookings Coordinator

1.2 Position Summary

The Reservation Agent is responsible for processing accommodation bookings, managing room inventory and providing excellent customer service through phone, email and online channels. This role involves handling new reservations, modifications and cancellations, maximising hotel occupancy through effective sales techniques and ensuring accurate guest information is recorded in the property management system.

The position requires strong communication and sales skills, attention to detail, proficiency with reservation systems and the ability to work efficiently in a fast-paced call centre or office environment. The Reservation Agent plays a crucial role in revenue generation and creating positive first impressions for potential guests.

1.3 Reporting Structure

This position reports to:

- Reservations Manager / Reservations Supervisor
- Front Office Manager
- Revenue Manager (for rate and inventory decisions)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on booking volumes)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Reservation Processing

- Answer incoming calls professionally and efficiently
- Process new accommodation reservations via phone, email and online channels
- Input all guest details accurately into property management system
- Quote room rates and packages according to rate structure
- Verify room availability and assign appropriate room types
- Process advance payment or credit card guarantee as required
- Send booking confirmation emails with detailed information
- Apply booking policies including cancellation and deposit terms

2.2 Reservation Modifications and Cancellations

- Handle reservation changes including dates, room types and guest numbers
- Process cancellation requests according to hotel policy
- Calculate and apply cancellation fees when applicable
- Issue refunds or process amendments in payment system
- Update property management system with all changes promptly
- Send confirmation of modifications to guests
- Document all changes and communications in guest records

2.3 Inventory and Rate Management

- Monitor room availability across all room types
- Update room inventory in property management system and channel manager
- Apply rate codes and promotional packages correctly
- Close out sold dates and restrict room types when necessary
- Coordinate with revenue manager on rate changes
- Manage overbooking strategies as directed by management
- Monitor parity across online booking channels
- Update minimum stay requirements for peak periods

2.4 Sales and Upselling

- Actively sell hotel features, facilities and room benefits
- Upsell to higher room categories when appropriate
- Promote packages, special offers and value-added services
- Suggest extended stays and additional nights
- Cross-sell hotel facilities including restaurants and spa
- Provide information that encourages booking conversion
- Handle price objections professionally and offer alternatives
- Meet individual and team booking targets

2.5 Customer Service and Enquiries

- Respond to reservation enquiries promptly and professionally
- Provide accurate information about rooms, rates and hotel facilities
- Answer questions about hotel location, amenities and policies
- Handle email enquiries within required timeframes
- Process special requests and forward to appropriate departments
- Provide local area information and travel assistance
- Handle group booking enquiries and coordinate with sales team

- Maintain professional, friendly phone manner at all times

2.6 Group and Corporate Bookings

- Process group reservations with multiple rooms
- Set up room blocks for corporate clients and travel agents
- Create and manage group codes in reservation system
- Coordinate rooming lists and pre-arrival requirements
- Liaise with corporate clients on booking details
- Apply negotiated corporate rates correctly
- Process contract rates and special agreements

2.7 Administrative Duties

- Generate daily, weekly and monthly reservation reports
- Prepare arrival lists for front desk operations
- Monitor and manage waitlist for sold-out dates
- Reconcile online bookings from third-party channels
- Maintain accurate filing of reservation documentation
- Update guest database with contact preferences
- Respond to online review requests and feedback
- Participate in system audits and data integrity checks

3. Required Skills and Attributes

3.1 Essential Skills

Communication and Customer Service

Excellent telephone manner with clear, articulate speaking voice. Professional email writing skills. Active listening abilities. Friendly, helpful approach to customer service. Ability to build rapport quickly with diverse callers. Patience when dealing with complex enquiries.

Sales and Persuasion Skills

Natural ability to sell hotel features and benefits. Confidence in discussing rates and value propositions. Understanding of upselling and cross-selling techniques. Ability to overcome objections and close bookings. Target-driven mindset with focus on conversion.

Technical Proficiency

Competency with property management systems (Opera, Protel, RMS or similar). Fast, accurate typing skills. Understanding of online booking platforms and channel managers. Proficient in Microsoft Office (Excel, Outlook). Ability to navigate multiple systems simultaneously.

Attention to Detail and Accuracy

High level of accuracy in data entry. Careful verification of guest details and payment information. Systematic approach to checking rates and availability. Strong numeracy for calculations and payment processing. Ability to spot and correct errors.

3.2 Personal Attributes

- Professional telephone manner and voice clarity
- Positive, enthusiastic personality
- Strong work ethic and self-motivation
- Ability to work under pressure during high call volumes
- Reliability and punctuality
- Team player willing to support colleagues
- Adaptability to changing procedures and systems
- Goal-oriented with competitive spirit
- Professional written communication style
- Patience and resilience

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Excellent English communication skills (verbal and written)
- Strong computer literacy and typing skills
- Good numeracy for rate calculations and payments
- Ability to work flexible roster including weekends and public holidays

4.2 Desirable Qualifications

- Certificate III in Hospitality or Tourism
- Previous hotel reservations or call centre experience
- Experience with property management systems
- Sales training or customer service qualifications
- Additional language skills
- Knowledge of hotel operations and accommodation industry
- Experience with online booking platforms

4.3 Experience

Previous experience in hotel reservations, call centre operations or customer service roles is desirable.

Entry-level candidates with strong phone skills, computer proficiency and sales aptitude will be considered.

Training will be provided on property management systems, hotel policies and reservation procedures.

5. Working Conditions

5.1 Hours of Work

- Office hours typically 8am-6pm (may vary based on business needs)
- Shifts may include early starts and late finishes
- Regular work on weekends and public holidays
- Shift lengths typically 7-8 hours
- Peak periods during holiday seasons and events
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Sitting at desk for extended periods
- Repetitive computer and keyboard work
- Extensive phone use throughout shift
- Good eyesight for computer screens and multi-screen setups
- Clear speaking voice and good hearing for phone conversations
- Ability to concentrate in busy office environment

5.3 Work Environment

- Office or call centre environment
- Air-conditioned indoor workspace
- Ergonomic workstation with computer and phone headset
- Fast-paced environment with high call volumes
- May be performance-monitored (call times, conversion rates)
- Team-oriented workplace with targets and incentives

5.4 Dress Code and Presentation

- Business casual or smart casual attire
- Professional appearance (may have customer-facing duties)
- Neat and tidy presentation
- Name badge if required

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels, motels and other accommodation businesses.

6.2 Classification Level

Reservation Agents are generally classified under the award as:

- Level 2: Entry-level reservation agent with basic booking duties
- Level 3: Experienced reservation agent with advanced system knowledge and sales skills
- Level 4: Senior reservation agent with training or supervisory responsibilities

The specific classification level will be determined based on the duties performed, technical skills and experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Evening work: Additional loading may apply depending on shift times

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Maintain professional phone manner on every call
- Treat all callers with courtesy and respect
- Follow hotel policies and reservation procedures
- Maintain confidentiality of guest and business information
- Represent the hotel positively in all communications
- Arrive on time and ready for shift

7.2 Service and Sales Standards

- Answer calls promptly within specified ring time
- Actively sell hotel features and benefits
- Provide accurate, helpful information to all enquiries
- Strive to convert enquiries to confirmed bookings
- Handle objections professionally and offer solutions
- Meet or exceed booking conversion targets

7.3 Accuracy and Quality

- Input all reservation details accurately and completely
- Double-check rates, dates and guest information
- Verify payment details before confirming bookings

- Follow up on incomplete or unclear bookings
- Maintain high quality standards in all work
- Report system errors or discrepancies immediately

7.4 Teamwork and Communication

- Share information with team members on availability and rates
- Support colleagues during busy periods
- Communicate inventory issues to supervisor promptly
- Participate positively in team meetings and training
- Accept feedback constructively and improve performance
- Assist with training new reservation agents

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting relevant experience
- Cover letter outlining communication skills and availability
- Copies of relevant certificates (hospitality qualifications, etc.)
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Phone screening to assess communication skills
- In-person interview with reservations manager
- Skills assessment (typing test, system navigation)
- Role-play scenario for booking conversation
- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____