

Job Description

1 FULL TIME

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title:**  | Reservation Agent | **Entity:** | 12 Tribes Resort Casino |
| **Reports To:** | Front Office Manager | **Salary Grade:** | $12.47 - $13.09 DOE |
| **FLSA Classification:** | Non-Exempt | **Closing Date:** | February 24, 2017 |

**Summary:** Creates Guest Hotel reservations and all other activities related to the reservation center. Achieve results in accordance with the objectives; performance quality standards established by the 12 Tribes Resort and Casino.

* Ensures compliance with the Colville Confederated Tribes and 12 Tribes Policies and Procedures.
* Answer all telephone calls within three rings
* Presents a friendly, professional, non rushed approach when answering phones. Follows proper phone etiquette and consistently provides a first class guest reservation experience.
* Obtains all desired reservation information quickly, accurately and pleasantly.
* Answers guest’s questions about the hotel and local area or inquiries pertaining to hotel services, reservations, and shopping, dining entertainment and travel directions.
* Maintains a positive upbeat attitude, be highly in tune to guests questions and needs. Works to ensure that their special requests are properly handled, anticipate the guests’ needs.
* Monitors the perpetual inventory of rooms to be sold at all times.
* Work with the hotel computer system to maintain updated accurate reservation information on all guests;
* Use proper interpersonal skills when dealing with customers and employees.
* Works as a team with other employees to maintain the best service standards available.
* Successfully answers phone.
* Is knowledgeable of the total property’s facilities. Up sells and suggests the use of the casino and hotel’s amenities.
* Helps prepare daily, weekly, and monthly forecast reports on reservation activity.
* Follow call scripting developed by management staff and maintain proper call control.
* Have knowledge of the player’s advantage club and its policies and procedures.
* Complete any reasonable work requested by supervisor or manager in a timely manner.
* Ensure gust confidentiality standards are followed.
* Responsible for maintaining a good attendance record.
* Ensure control/protection of the company’s assets.
* Maintain complete knowledge at all times of:
	+ all hotel features/services, hours of operation.
	+ all room types, numbers, layout, decor, appointments and location.
	+ all room rates, special packages and promotions.
	+ daily house count and expected arrivals/departures.
	+ room availability status for any given day.
	+ scheduled daily group activities
* Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.

**Knowledge, Skills, and Abilities (Minimum Qualifications):**

* High school diploma or GED.
* 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.
* Must possess basic computational ability.
* Must possess basic computer skills with working knowledge of Microsoft programs and other computer software.
* Must be able to type at least 32 WPM.
* General knowledge of the city where hotel is located and its attractions.
* Extensive knowledge of the hotel, its services and facilities.
* One year of customer service experience required; face to face interactions with guests or customers on a daily basis desired.
* Previous Hotel experience preferred.
* Previous Front Office or Guest Services experience preferred.
* This position is subject to pre-employment drug testing and criminal history background check.
* Must receive and maintain a valid gaming license from the Tribal Gaming Commission.
* Tribal preference will be observed in the hiring process.

**Physical Demands / Work Environment:**

* Most work tasks are performed indoors. Temperature is moderate and controlled by hotel
* Environmental systems.
* Must be able to stand and exert well-paced ability for up to 4 hours in length.
* Must be able to exert well-paced ability to reach other departments of the hotel on a timely basis.
* Must be able to exert well-paced ability in limited space.
* Must be able to lift up to 50 lbs
* Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
* Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees.
* Ability to spend extended lengths of time viewing a computer screen.

These requirements need to be met to represent knowledge, skill and/or ability to perform job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

## DRUG TEST REQUIRED IN ACCORDANCE WITH CTFC POLICY

Submit applications to Human Resources: 12 Tribes Resort Casino 28968 HWY 97, Omak WA 98841

or email to carlas@colvillecasinos.com or lauram@colvillecasinos.com

Call 509-422-8577 or 509-422-8578 if you require more information.

Also find us at [www.colvillecasinos.com](http://www.colvillecasinos.com)

**CTFC IS AN INDIAN PREFERENCE EMPLOYER**