

# United States Jobs Expertini®

## Hotel Reservations Agent

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Company: Cedar Fair Entertainment Company

Location: Buena Park

Category: office-and-administrative-support

Overview:

**\$16.90 / hour**

**This position is responsible for creating, modifying, and canceling guest reservations. Agents are required to send out confirmation emails, answer guest questions, resolve guest concerns, and access guest's requests. This individual must also process group, travel agent, company, internet and FIT reservations, including processing rooming lists and routing payments properly.**

### **Part-time Position**

Are you looking for a fun and rewarding job? Interested in meeting people from all over and gaining skills that will last a lifetime? Then Knott's Berry Farm is the place for you!

Working at Knott's Berry Farm, you will have access to these amazing perks:

Complimentary admission to Knott's Berry Farm and all Cedar Fair parks

Earn complimentary tickets for your friends and family

Discounts on food and merchandise

Special events for associates only

Building lifelong friendships

Resume building skills

Flexible schedule

## Employee recognition programs

### Responsibilities:

Processes guest, group, travel agent, company, internet, FIT and other types of reservations in accordance with company policy.

Provides the guest with the correct information on room occupancy, cost of room, available packages, and contents of the guest rooms both standard and upgraded.

Ensures that all reservations are accurate and the required deposits are obtained.

Answers the telephones in a courteous and friendly manner, providing prompt and quality service.

Has knowledge of each block code and ensures that each reservation is coded correctly.

Ensures group rooming lists are entered correctly with proper routing, if necessary.

Obtains credit card information and ensure that this information is secure to protect the guests.

### Qualifications:

Prefer one year experience Hotel Front Desk

Must be friendly and outgoing.

Must have excellent communication and interpersonal skills and the ability to deal with the guest both in person and over the phone.

Must be able to perform a multiple tasks in a fast paced enviornment.

Must have a basic knowledge of computers, math and be able to type 25 wpm.

Telephone experience preferred.

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