



Position Title: Reservations Coordinator

Position reports to: Director of Guest Service/Resort President

Employment: Seasonal, Full-time; May - November

Summary of Position: To provide superior guest service at the point of reservation and ensure that all room inventory and rates are managed and maintained for both group and individual travelers.

Responsibilities:

- Be fully knowledgeable on all resort rates, packages, activities and events
- Accept, confirm, modify or cancel all Leisure, Group Leisure and FIT room reservations
- Be fully knowledgeable on accepting, confirming, modifying or cancelling all golf, spa and outdoor activity reservations.
- Develop and maintain reservation standards for both group & IT bookings.
- Input 3rd party rate perimeters into the POS system and ensure all required staff are trained and briefed on the particular obligation of the agreement.
- Responsible for all rate yield management perimeters ensuring continuously updated and that rates are programmed into all public websites.
- Provide weekly occupancy forecast report to be distributed to all resort leaders.
- Produce Pace Report (Pick Up Report) analysis
- Advance resort inventory control. Resolve if there are any advance days where an inventory imbalance is creating an availability issue.
- Control same day inventory as required.
- Complete Market Share Analysis
- Check all previous day's reservations for accuracy
- To ensure that all special requests of guests are followed through (Room blocking, VIP's, frequent guests, etc)
- Coordinate and communicate to all appropriate departments of any information pertaining to special requirements of a Guest/Member or Group
- Ensure Guest profiles are accurate and up to date with no duplicates
- Work directly with Group Sales coordinator to ensure all rooming lists are entered in a timely manner, and group blocks are maintained and/or released.
- Prepare for group arrivals by ensuring rooming lists, billing, and special requests are all completed according to the Banquet Event Order
- Assist with leading the resort's Guest Service Attendants at the Front Desk and assist with overseeing the Bell Team.
- Know how to perform all Guest Service functions (check-ins, check-outs, switchboard operation) in accordance with Fox Harb'r Resort procedures when required
- Deliver reservation training to all Guest Service Attendants
- Assist with training, development of team members, ensuring team members are equipped to provide excellent guest service. Establish guidelines so team members understand expectations and parameters.
- Manage room inventory through our website and other online travel agent sites
- Execute all reasonable additional assignments determined by the Front Office Director and Resort President.
- Be a Team Member of Fox Harb'r Resort & Guest Services, remember at all times we are here not only to serve our guests but also to exceed their expectations.

Qualifications:

- Strong knowledge of Word, Excel & Outlook
- Minimum of one-year Guest Service experience
- Excellent oral and written communication skills
- Professional telephone manner and presentation
- Proven ability to effectively solve problems and make decisions
- Must be highly organized, results oriented with the ability to be flexible, work well under pressure and must have exceptional guest service skills.
- Must be able to work holidays and weekends if necessary

At Fox Harb'r Resort, we know every employee is a valued part of the team. Our benefits include:

- Competitive wages, Gratuities
- Travel Fuel Allowance
- Discounts at the Resort's Dining Areas; The Cape Cliff and Willard
- Discounts on Accommodations, Golf and Spa services & products
- Friends and Family Rates for overnight accommodations
- Complimentary use of the Junior Olympic Pool, Mineral Pool and Fitness Room
- Team Member rates for Golf, Sport Shooting, Kayaking, Trail Rides etc.
- Team Member Activities and Department Incentives
- Team Member Education Funding and Bursary Program
- Team Member housing availability

If you have the talent, dedication and level of commitment we're looking for and would like to advance your career in hospitality at Fox Harb'r Resort, submit your resume and cover letter to:

Human Resources Department, Ann Jeffreys

Email: hr@foxharbr.com

Mail: 1337 Fox Harbour Rd., Fox Harbour, NS B0K 1Y0

While all responses are appreciated, only those applicants who will be invited for an interview will be contacted.