



Join a team shaping the future of a Caribbean paradise

Reservation Agent

About the Role

We are seeking a dedicated and customer-focused Reservation Agent to join our team. As a Reservation Agent, you will be the first point of contact for our guests, providing exceptional service and ensuring a smooth booking experience. Your role is crucial in creating positive first impressions and setting the stage for memorable stays at our property.

Performance Metrics:

- Handle all reservation inquiries via phone, email, and online channels in a professional and courteous manner
- Process room reservations, amendments, and cancellations accurately in the system
- Provide clear information on room types, rates, packages, and hotel facilities
- Maximize revenue through effective upselling and adherence to rate strategies
- Ensure reservation details are complete and aligned with guest preferences
- Handle guest queries and concerns promptly to ensure high levels of guest satisfaction

Preferred Qualifications and Skills:

- Must possess outstanding Sales skills, guest service skills, professional presentation and sophisticated communication skills
- Possesses full command Opera and other Microsoft applications (necessary training will be provided). Computer literacy in Windows, MS Office Suite is a must.
- 2-year experience in similar positions and customer service

Join us in crafting a world-class experience

Apply today !

recruitment@canouan.com

<https://canouanestateresortandvillas.com>



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THE LEADING HOTELS
OF THE WORLD®