	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.309
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 4

<u>Title:</u> 职位名称:	Reservation Agent 预订部文员
<u>Department:</u> 部门:	Sales and Marketing 市场营销部
<u>Hierarchy:</u> 级别:	Reservation Supervisor 预定主管
<u>Direct Subordinates:</u> 直接下属:	N/A 不适用
<u>Indirect Subordinates:</u> 间接下属:	N/A 不适用
<u>Category:</u> 类别:	L6

Scope/职责范围:


- The Reservations department is in charge of the conversion of the incoming individual and TO Groups requests into confirmed bookings at the right rate for the right client at the right time, communicated by the Management or the Revenue Manager, while ensuring the guest satisfaction through the co-ordination of the booking requirements prior to arrival.
- 预订部负责以适当价格适时地为适当的客户把由管理层或者收益经理传达过来的个人和团体需求转换成确认预定，同时通过协调客人抵达前的预定要求，以确保客人满意度。
- Supports the Reservations Supervisor in the delegated activities
- 在授权的活动中支持预定主管

Responsibilities and Obligations/职责和义务:

Customer Satisfaction and Business Development

顾客满意度和业务开发

- Ensures the Customer Satisfaction through the right process of welcome, confirmation and implementation of the bookings with the Rooms division and the other departments involved.
通过与客房部和其他相关部门对预定信息进行适时的接待、确认与实施，确保顾客满意度。
- Considers the Sales Department as a prime client.
把销售部门视为主要客户。
- Respects the objectives of the rates and inventory through the consultation of the system and verification with the reservations supervisor or Reservations Manager for sensitive requests
通过咨询系统或者与预定主管或预定部经理对敏感要求的确认，以遵循价格与客房剩余量的目标。
- Ensure the quality of all rate and product information provided to a client
确保提供给客户的所有价格和产品信息正确无误。
- Ensure on-time quotations.
确保按时报价。
- The goal is to convert offers into confirmed and guaranteed bookings
遵循将提供服务转为确认并且保证订房的目标。
- Implement the follow up process of the department and Efficiently traces the offers in due time.

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.309
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 4

实施跟进部门进程，适时有效跟进服务。

- Has the ability to offer rates and room category as long as they appear available in the system.
具有直接说出系统中出现客房的类别和价格的能力。
- Upsell an confirm the upsellings
升档销售及确定。
- Can participate to some sales activities targeting Key Clients
参与针对重点客户的销售活动。
- Respects the Sales information and segmentation of the clients and take a particular care to the Key and TOP Accounts and ensure the permanent development of new accounts through the quality of service provided in reservations and the report of potential or existing problems in a minimum period of time.
尊重销售信息和市场细分客户；特别注意关照重点及重要客户；通过在预定服务中提供的服务质量和现有或者潜在问题的报告，以期在最短时间内确保发展成永久客户。
- Detects Business Opportunities and communicates them to the relevant person
挖掘业务机遇并与相关人员沟通。
- Communicate any problem, issue or risk for an account with the DOSM MICE and the Account Handler.
与DOSM MICE（市场销售总监 MICE会奖）和客户管理者汇报沟通客户的一切难题、问题或者风险。

Computerized reservation system Management

计算机预定系统管理


- Provides timely reservation information for use by the front office and hotel officials.
为前厅人员和酒店人员提供及时的预定信息。
- Ensure the quality of the database for all fields.
确保所有领域的数据库正确无误。
- Supports the Reservations Manager in the System Checks and inputs.
支持预订部经理对系统进行检查和输入。
- Supports the Reservations Manager in all missions as requested.
支持预订部经理要求的所有任务。

Team

团队方面

- Participates actively to trainings.
积极参与培训。
- Participates to the positive ambiance in the department
共同营造部门积极氛围。
- Respects the rules and regulations of the departments
遵守部门的规章制度。
- Respect and exceed the quotas set by the Management
遵循并超越管理层设定的业务额。
- Ensures that the shifts handovers are smooth and timely organised.
确保班次交接能够及时组织并且顺利进行。
- Effectively manage the day to day operational issues in a timely manner.
及时有效处理日常运作问题。

Financial

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.309
		<i>EDITION:</i> 1
		<i>PAGE</i> 3 OF 4

财务方面

- Ensures the pre-payment of the bookings. Train and support the reservations team accordingly.
确保收取预订费。培训并支持预定团队。
- Support the Credit Department to reach their objectives
支持信贷部，以期实现目标。

Security, Safety and Health/保障，安全及健康


- Maintains high confidentiality in regards to guest privacy.
关于客人隐私，要保持高机密性。
- Reports any suspicious behaviour of guests and staff to the General Manager and Security.
如遇客人或员工有任何可疑行为，及时向总经理及安保部门反映。
- Notifies housekeeper regarding lost and found objects.
遇到任何遗失物品，及时告知客房部。
- Ensures that all potential and real hazards are reported appropriately immediately.
适时及时的报告任何潜在或真实的危险。
- Fully understands the hotel's fire, emergency, and bomb procedures.
熟知酒店火灾，紧急情况以及爆炸疏散预案。
- Follows emergency procedures to provide for the security and safety of guests and employees.
遵守所有紧急疏散预案，以保证客人及员工安全。
- Works in a safe manner that does not harm or injure self or others.
以文明安全的方式工作，避免伤及自身及它人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.
预见可能的危险或情况，并及时告知管理人员。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
保持最佳个人卫生，着装，仪容仪表，肢体语言及行为。

Competencies/能力要求:

- Good client service and communication skills
具有良好的客户服务与沟通技巧。
- Good command of English or Arabic.
精通英语或者阿拉伯语。
- Serious
具有严肃认真态度。
- Over 1 year in Call center or as operator or at reception
具有 1 年以上的呼叫中心、操作员或者接待处工作经验。

Interrelations/相互联系:

- Communicates adequately and regularly with the Reservations Supervisor and the Reservations Manager.
做到定期与预定主管和预订部经理充分沟通探讨。
- Liaise with Front of House, C+E and Sales departments to ensure effective communications and rates agreements are detailed within the system
通过与前厅部、C+E部和销售部门进行沟通，确保系统内详细且有效的价格与通讯信息。
- Ensures a smooth communication and relationship with the Rooms division

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.309
		<i>EDITION:</i> 1
		<i>PAGE</i> 4 OF 4

确保与客房部良好的沟通方式与人际关系。

Work Conditions/工作条件:

Regular hours with extra times occasionally.

正常工作时间与偶尔的加班时间。

Date : _____
日期

Reviewed By : _____
审核人

Approved By : _____
审批人

I _____ understand and agree to the above Job Description and that as a policy of XYZ Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order to help colleagues reach their full potential and willing and accepting to learn, in order to progress and improve personal abilities, resulting in maximum guest satisfaction.

本人_____已了解并认可以上岗位职责，并知晓此岗位职责将作为海拉尔百府悦酒店的政策方针。乐于教授及乐于并接受学习是所有员工的职责。教授将帮助我们的同事发挥他们自身最大的潜能；乐于并接受学习将发展并提升个人技能。两者的最终目标是谋求最大的客人满意度。

Employee Signature
员工签字

Date
日期