



## *Job Description*

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### **SUMMARY**

Providing the guests with the highest service possible by handling all reservation requests via telephone, fax, mail and Internet in a friendly, efficient and prompt manner.

### **1. GENERAL RESPONSIBILITIES:**

- Adhering to all division and local standard policies and procedures.
- Performing all guests contact activities in a cordial, efficient and professional manner. At all times maintaining a commitment to guest satisfaction.
- Maintaining a cooperative, team-like attitude in working with supervisors and fellow associates, to help achieve our common goals of maximizing guest's satisfaction and profit margins.
- Maintaining a positive attitude toward the hotel and the job being performed.
- Reporting to work on time and in proper uniform/attire.
- Each associate is expected to carry out all reasonable requests by management, which the associate is capable of performing.

### **2. SPECIFIC RESPONSIBILITIES:**

- Answer all phone calls promptly and in a friendly manner
- Handle all incoming faxes and E-mails and reply to them in a courteous manner
- Process and respond to reservation requests efficiently and effectively
- Handle reservation requests from other departments
- Understand the hotel's cancellation policy
- Understand the hotel's no-show policy
- Understand the hotel's credit policy
- Check all traces on a daily basis
- Check all necessary reports on a daily basis
- Be aware at all times of the selling status, rates, packages and groups coming into the hotel
- Ensure you have a complete understanding of MARSHA, Oscar, Fidelio Front Office
- Be able to clear the error log (for 2-way interface hotels only)
- Know the contents of the Marriott Rewards program
- Know the Frequent Flyer programs the hotel attends
- Understand how the Group Sales department and Front Desk relate to the Reservations Department
- Understand how the Worldwide Reservation Centers function in relation to the hotel
- Liaise with your colleagues in a helpful, friendly and courteous manner
- Maintain a neat and clean appearance in your dress code as well as in your work area
- Perform all reasonable requests of management

### **3. SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **4. QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **4.1 EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or two years related experience and/or training; or equivalent combination of education and experience. The associate must have computer skills such as "Word", "Excel" and Power point.

#### **4.2 LANGUAGE SKILLS**

Ability to read and comprehend moderate instructions, short correspondence, and memos. Ability to write, understand and translate memos in English, Spanish and Papiamento. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other associates of the organization. Fluency in English, Spanish, Dutch and Papiamento.

#### **4.3 MATHEMATICAL SKILLS**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

#### **4.4 REASONING ABILITY**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

### **5. PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the associate is regularly required to stand, walk, talk or hear, and taste or smell. The associate frequently is required to use hands to finger, handle, or feel and reach with hands and arms. Moreover, the associate is frequently required to climb or balance, stoop, kneel, crouch or crawl. The associate must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.

#### **NOTICE:**

The Curacao Marriott & Emerald Casino function seven (7) days a week and twenty- four (24) hours, a day. All associates must realize this fact and be aware that at times it may be necessary to move an associate from their accustomed shift as business demands, in addition, I understand that business volume determines the amount of hours I work, and some weeks I may be schedule to work less than forty (40) hours and other weeks I may be schedule to work more than forty (40) hours per week.

I understand and accept all terms and conditions of this description with the understanding that managements holds the rights to make changes to it at any time and that I will be made aware of these so I can better carry out my job.