

ROBERT SMITH

Reservations Coordinator

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SUMMARY

A well-rounded, outgoing, and reliable individual. Thrive in maintaining customer satisfaction and contributing to the company's success. Seeking to pursue a position to help me enhance my customer service abilities in a fast paced environment.

SKILLS

Project Management, Multitasking, Problem Solving Skills.

WORK EXPERIENCE

Reservations Coordinator

ABC Corporation - 2014 – 2015

- Coordinated all reservations operations, including scheduling, administrative functions, sales quotas, and all cash handling procedures, as well as customer service and account management.
- Managed sales office, issued tickets, and booked air, car and hotel reservations.
- Handled daily cash reports and bank deposits.
- Planned itineraries, arranged accommodations, and managed other travel services for individual and group customers.
- Arranged bookings for corporate clients and leisure travel.
- Worked with customers to determine destination preferences and transportation, travel date, price range, and accommodation options.
- Prepared price quotes, booked and ticketed flights, made hotel and car reservations, collected payments.

Reservations Coordinator

Delta Corporation - 2010 – 2014

- Process and handle group rooming list, reservations, and associate reservation request by inputting data into the reservations system.
- Build and monitor group masters, cut-off dates and group cancellations, releasing unused rooms at the determined time, set up group routing.
- Listen to callers to understand inquires and requested information concerning the city, the hotel and its service.
- Analyze situations and make decisions that meet and exceed the expectations of the hotel all while supporting a seamless customer experience.
- Take reservation phone calls from Central Reservations Build and load contracts for groups attending hotel Load rooming lists for groups attending.
- Create with accuracy, Group Blocks in QnQ Rate and Inventory System, Ensure rooms and suites are allocated and protected appropriately base on .
- Handled all reservations for the restaurant using a computer reservations program.

SCHOLASTICS

- G.E.D