



Title: Reservations Agent

Reports to: Reservations Manager

Company

At Onsen, we don't just offer a service we create an unforgettable experience. Nestled in Queenstown's breathtaking landscape, we create a world-class retreat of relaxation, indulgence, and connection.

We're passionate, and proud of what we do. Every team member plays a part in shaping the journey, elevating every detail, embracing what's next, and growing together.

The Role

As a reservations agent your key role is ensuring customer satisfaction by efficiently handling reservations requests, bookings, and enquiries. This position involves providing exceptional customer service, providing information about our services, processing reservations, and maintaining accurate records.

Working Environment

Reservations agent will be required to work in an office environment. This is a rostered position working mornings, evenings, weekends, and public holidays.

Duties and responsibilities

Customer Service

- Answer phone calls, emails, and online inquiries promptly and professionally.
- Provide information about our services, rates, and packages.
- Assist customer with questions, concerns, and special requests.

Reservation handling

- Liaise with clients (in person, by telephone, and by email) to answer queries, seek clarification, make, or alter bookings, take payments.
- Verify availability and confirm reservations with customers.
- Collect necessary guest information.
- Ensure accuracy and completeness of reservation details.
- Liaise with booking agents (usually by telephone or email) to answer queries, seek clarification, and make or alter bookings.
- Collect and process payments for reservations in accordance with company policies.
- Handle credit card transactions securely and in compliance with relevant regulations.
- Maintain organised and accurate reservations records and databases.
- Coordinate with various departments e.g., front desk, drivers, massage. To fulfil guest requests.

- Address customer complaints and concerns effectively, seeking solutions to ensure guest satisfaction.
- Stay up to date with Onsen services, offerings, and pricing.
- Ensure compliance with company policies and procedures.

Other duties:

- Assist with guest's check-in, accompany clients to their pool room while providing general information about the facility's operation.
- Perform other work-related activities as requested.

Required skills and experience

- Previous experience in a reservations or administrative related role.
- Outstanding level of customer care.
- Professional and personable attitude.
- Must possess excellent written and verbal communication skills in the English language.
- Must work well in a team environment, ability to work under pressure, especially during peak booking periods.
- An excellent work ethic, initiative, and ability to multitask.
- Exceptional attention to detail and excellent organisational skills.
- Must be able to work with minimum supervision.
- Must possess basic-to-intermediate numeracy and computer skills.
- Must be available to work to a mixed roster of days, evenings, and weekends.
- You must meet the appropriate legal requirements to work in New Zealand.