

Reservations Supervisor Skill Requirements

1. Great attitude towards living and working outdoors
2. Previous customer service and/or sales experience
3. Previous experience with retail and/or front desks
4. Effective client service skills, such as, communicating, interacting and developing relationships with customers via phone, email and in person
5. Familiarity with point-of-sale systems, custom reservations, and logistics programs
6. A positive attitude, friendly and professional

Major Responsibilities

1. Responsible for creating reservations, promptly responding to inquiries and making necessary booking updates
2. Overseeing all reservations staff and giving assistance when needed
3. Speaking to clients over the phone, through emails and texts, and on social media through messages and comments
4. Informing guests of all products, services & itineraries for their all-inclusive adventure package
5. Organizing and scheduling guest activities
6. Communicating regularly with guests regarding their stay and maintaining logistics reports
7. Ensure the needs and expectations of guests are met and exceeded

*Previous experience with Checkfront is welcomed