1. Provided follow through on all calls with confirmations and dissemination of requested information.
2. Suggested various packages and amenities to guests, helping each find perfect accommodations to fit personal needs.
3. Answered incoming phone calls and developed friendly rapport with callers while answering questions, making recommendations and leading conversations to bookings.
4. Utilized [Software] to input all key data into hotel's database system.
5. Prepared customer invoices, accepted payments and processed refund and cancellation requests.
6. Informed clients of essential travel information, such as travel times, transportation connections, medical and visa requirements to facilitate quality service.
7. Arranged for group hotel bookings in collaboration with sales department for weddings and special events.
8. Managed and closed reservation calls to increase bookings by maintaining strong knowledge of resort products, services and facilities.
9. Managed online booking inquiries and assisted guests and travel partners with questions throughout entire booking cycle.
10. Provided high level of customer service to each person by engaging customer and using active listening and effective interpersonal skills.
11. Resolved various issues and discrepancies for customers.
12. Worked closely with front desk to achieve full occupancy of property.
13. Checked in average of [Number] passengers per [Timeframe].
14. Provided customers with information about availability and pricing.
15. Handled reservations and answered questions from interested patrons for busy [Number]-room hotel.
16. Delivered [product or service] to customer locations within specific timeframes.
17. Delivered exceptional level of service to each customer by listening to concerns and answering questions.
18. Handled billing information over phone.
19. Worked closely with [job title] to maintain optimum levels of communication to effectively and efficiently complete projects.
20. Maintained awareness of types of rooms available in different resort locations.