

Reservation Partner Part-Time

Brookstreet Hotel, - Ottawa



Brookstreet Hotel is Ottawa's leading restaurant, spa, conference and wedding destination. Working at Brookstreet means redefining the hospitality experience in Ottawa where we deliver sensational service, beyond the bounds of a typical hotel chain.

Qualifications:

- Previous experience in a hotel or related field
- Understanding of hotel operations
- Ability to use Microsoft Office
- Must be able to communicate information to internal and external guests in a clear and professional manner
- Ability to multi-task in a fast-paced environment
- Able to demonstrate initiative and work independently
- Must have availability for evenings and weekends to meet business levels
- Bilingualism is considered an asset

Responsibilities:

- Respond to reservation inquiries received via telephone, fax, and email
- Enter and maintain guest profiles and reservations in Visual One
- Maintain accurate group files and inventories in Visual One
- Maintain accurate Travel Agencies' profiles in Visual One, and verify weekly commissions' payable.
- Monitor hotel's online inventory and rates and adjust when necessary
- Coordinate daily requests with Styling, Guest Services and Spa
- Communicate and adhere to daily sell rates

Email your resume to resume@brookstreet.com or visit us at our Open Casting Call every Friday between 1:00 - 4:00p.m. at Brookstreet Hotel, 525 Legget Drive, Ottawa K2K 2W2.

