

POSITION DESCRIPTION

JOB TITLE: Reservations Training Manager (Full-Time)

DEPARTMENT: Leisure Sales

REPORTS TO: Director of Leisure Sales

ESSENTIAL PURPOSE: To develop, coordinate and implement all Reservations training and development programs for employees and supervisors. To design, develop, coordinate and facilitate ongoing departmental training. To provide professional and managerial support to the Leisure Sales Director.

ESSENTIAL DUTIES:

- To establish individual sales goals and conversion goals (inbound and outbound) for each employee, monitoring performance and coaching where needed to ensure employee has the ability to meet their personal sales goals.
- To consistently monitor leisure sales calls and mystery shop reviews in order to provide immediate feedback and training to hone sales skills and closing effectiveness.
- To provide frequent sales and closing coaching sessions and hold Leisure Sales Associates accountable to all prescribed selling techniques and strategies.
- To maximize call volumes and lead by example by answering telephones as needed.
- To hire, train, develop, support, and coach Leisure Sales Associates to maintain the highest possible level of employee morale and productivity.
- To research and gather data for training and development of programs.
- To design and develop training and development programs based on company as well as departmental needs.
- To produce training materials and manuals for department training.
- To continually amend and modify training programs, as needed, to address changing needs in the work environment.

- To develop consistent coaching plan for each leisure sales agent using the Navis system.
- To provide frequent written communication to the Leisure Sales team regarding policies/procedures, promotions, rate strategies, incentive tracking and marketing ads.
- To develop and maintain Excel spreadsheets for statistical reporting and tracking systems to enhance the team's proficiency in selling and accuracy of reservations.
- To create, track and maintain incentive programs to motivate the team.
- To ensure that all daily functions/tasks are completed in a timely manner.
- To reach sales goals established in the forecast by the Director of Leisure Sales and Revenue team.
- To teach ways to overcome objections to purchases by providing a list of all responses and role play with employee in each example.
- To have a comprehensive knowledge of all office procedures.
- To review all reservations to ensure compliance with quality standards.
- To promote and comply with all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To promote safe work practices, including compliance with company and departmental safety rules and regulations and the proper use of handling of all relevant equipment and machinery.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: Associates Degree in related field, or equivalent experience required. English fluency required. Must have minimum two years experience in reservations management at a resort and/or convention hotel of comparable quality, including training and coaching responsibilities. Strong sales aptitude required. Experience with

Opera or Navis preferred. Valid California driver's license required. Proof of personal automobile insurance coverage required.

SKILLS AND APTITUDES: Demonstrated ability to train staff and ensure luxury resort customer service. Strong written and verbal communication skills. Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Good team player. Customer service focus. Ability to effectively manage staff to maintain a high level of morale and productivity.

WORKING CONDITIONS: Works indoors throughout shift in small, temperature-controlled, clean, and well-lighted office area. Bi-level structures. Extensive property.

PHYSICAL DEMANDS: Sits at desk or in meetings approximately 85% of shift. Stands/walks approximately 15% of shift. Heavy use of phones, daily. Frequent use of stairs, daily.

IMPACT OF DECISION: Decisions directly impact bottom-line profitability and customer service. Poor decisions may result in customer dissatisfaction and loss of revenues, due to ineffective promotion, ineffective management of staff, lack of follow through, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

EXEMPT POSITION: Exempt employees are not covered by the overtime provisions and do not receive overtime pay. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature

Date: _____