

POSITION DESCRIPTION

JOB TITLE: Director of Reservations/Leisure Sales (Full-Time)

DEPARTMENT: Leisure Sales

REPORTS TO: Assistant General Manager of the Surf & Sand Resort

ESSENTIAL PURPOSE: To oversee staff and operations of the Leisure Sales Call Center for JC Resorts. To promote optimal hotel business, ensure complete customer satisfaction and practice current yield management techniques.

ESSENTIAL DUTIES:

- To understand and respond to all guest needs and requests in a timely and professional manner.
- To hire, train, schedule, support, review, discipline, and terminate employees directly accountable to his/her position, to maintain highest possible levels of employee morale and department productivity.
- To create, track and maintain incentive programs to motivate staff.
- To ensure that all daily functions/tasks are completed in a timely manner to ensure guest satisfaction.
- To manage room inventory sales and maximize hotel revenue for JC Resorts through salesmanship, status control and maintaining yield management at all times.
- To personally manage group bookings, including interfacing with key contacts; ensuring customer satisfaction while groups are in-house; and maintaining accurate history files.
- To maintain accurate Reservations profiles and ensure accurate marketing initiatives.
- To produce miscellaneous reports and analyses, as requested.
- To continually monitor and control departmental expenditures to ensure meeting operational standards while maintaining annual budget.

- To coach and train all agents to optimize their selling potential by one-on-one coaching sessions, reviewing departmental procedures and utilization the Navis software to its fullest potential.
- To keep call abandonment, service scores, conversion percentages and cost per call statistics in line with current goals.
- To work with Director of Revenue and participate in weekly Yield Management Meetings.
- To manage Call Center ACD System and reports.
- To coordinate with the Front Desk Managers and other department heads to ensure efficient, professional, and complete transfer of all Reservations information necessary to ensure complete guest satisfaction.
- To maintain and process accurate payroll records for Leisure Sales Associates.
- To participate in Rancho Bernardo Inn's MOD program, and attend hotel functions, as directed.
- To properly document Personnel/Payroll transactions, as directed, for processing in the Personnel office.
- 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 ensure safe work practices of all Reservations staff, including compliance with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment and machinery.
- To conduct departmental safety training for all new Reservations employees, before they begin to work.
- To conduct regular departmental operations meetings, including monthly safety meetings.
- 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 forecasting and budgeting responsibilities. Strong math aptitude required. Familiar with OSHA, SB198, local Department of Health regulations, and relevant current laws governing handling of hazardous substances. 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. Uses personal computer approximately 25% of shift. 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: _____