

# Groups Reservations Agent, The Westin Excelsior amp The St.Regis Florence



Luogo **Toscana, Firenze**  
<https://www.annunci.it/x-665262-z>



## POSITION SUMMARY

Process all reservation requests, changes, and cancellations received by phone, fax, or mail. Identify guest reservation needs and determine appropriate room type. Verify availability of room type and rate. Explain guarantee, special rate, and cancellation policies to callers. Accommodate and document special requests. Answer questions about property facilities/services and room accommodations. Follow sales techniques to maximize revenue. Input and access data in reservation system. Indicate special room reservation types (e.g., complimentary rooms, employee discounts, travel agent inspection rates, and wholesale reservations) by inputting the correct code and rate into the reservation system. Follow proper escalation procedures when addressing guest concerns.

Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets; protect the privacy and security of guests and coworkers. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language; answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other

employees. Comply with quality assurance expectations and standards. Move, lift, carry, push, pull, and reach, frequently. Weigh and/or move objects, equipment, inventory, and/or materials. Bend, stoop, squat, kneel, crawl, crouch, or twist the body. Stand or walk for extended periods of time. Sit or lie down for extended periods of time. Work in a noisy environment. Perform other duties as requested by supervisors.

## PREFERRED QUALIFICATIONS

Education: High school diploma or G.E.D. equivalent.

Related Work Experience: No related work experience.

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Supervisory Experience: No supervisory experience.

License or Certification: None

Marriott International is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law.

At Westin, we are committed to empowering guests to regain control and enhance their well-being when they need it most while traveling, ensuring they can be the best version of themselves. To achieve the brand mission of becoming the preeminent wellness brand in hospitality, we need passionate and engaged associates to bring the brand's unique programming to life. We want our associates to embrace their own well-being practices both on and off property. You are the ideal Westin candidate if you are passionate; you are active and take pride in how you maintain your well-being; you are optimistic; you are adventurous. Be where you can do your best work, begin your purpose, belong to an amazing global team, and become the best version of you.