

# Joyful Paws Pet Hotel and Daycare

## Reservation Specialist Job Description

Reservation Specialist is responsible for client reservations and files, as well as promoting our company's services and activities on the phone and in person in a positive and upbeat manner

### **The job's essential requirements include, but are not limited to:**

- Ability to move 40 pounds
- Ability to read, speak, write and understand the English language
- Ability to act with a professional demeanor at all times, maintaining a positive attitude
- Ability to demonstrate enthusiasm for pet care
- Ability to listen attentively yet maintain friendly control of conversations
- Ability to maintain a high level of accuracy and customer satisfaction

### **The basic demands of the job include, but are not limited to:**

- Answering multi-line phone system
- Working knowledge of voice mail system
- Creating complete client and appointment files for all services offered prior to providing price and availability
- Introduction of facility and services to prospective clients
- Primary representative for client tours, which may involve climbing stairs
- Representing the Company and ensuring a '5-Star Experience' for all visiting clients
- Ability to read and follow a sales script and present a positive image of the Company
- Ability to educate the client of the Company's belief in the importance of pet's participation in activities while away from home
- Ability to sell additional services to new and existing clients (quantify)
- Ability to receive feedback and implement suggestions promptly
- Responding to all new and existing client inquiries by phone or email promptly and with company approved verbiage
- Performing and tracking confirmation and other outbound calls on a regular basis
- Tracking daily sales and entering in database
- Maintaining established performance benchmarks
- Partnering with Manager or Supervisor on any client concerns or issues promptly
- Working events professionally and positively
- Any other duties assigned by the Manager, Supervisor or Team Leader