



CAMP GULF

10005 W. Emerald Coast Parkway Miramar Beach, Florida 32550

Job Title:

Reservationist

Employment Status:

Workamper

Company Expectations:

CAMP GULF expects you to conduct yourself with the utmost integrity and honesty, knowing that you are representing CAMP GULF at all times, during work and off work hours while on the premises. As an employee, your attitude shall be that of friendliness, teamwork, and cooperation at all times. You are to be productive while on the clock and work your scheduled hours. CAMP GULF's Policies Manual is to be followed at all times and you are expected to exemplify the highest level of customer service.

Job Descriptions:

Reservationists are to work assigned shifts for answering the phones at the Front Desk and Leona's Gift Shop. Reservationists are to assist guests with making reservations, registering them into the park, checking them out, and handling requests for site moves and other requests. Reservationists are provide information to guests concerning rates, availability, description of facilities and services, park policies, and information about our activities. They are to treat all requests with courtesy and to satisfy reservation needs through a positive promotion of CAMP GULF. The Reservationist will always direct the guests to the SUNNYBOOK for what they need during their stay here and report any item/s that need repairs to the Maintenance Department.

Responsibilities:

- To keep "Guest Experience" first. (CAMP GULF - Campers Are My Priority)
- To comply with all the policies of the Reservationist Manual.
- To perform all Reservationist duties.
- To answer all phone calls under 3 rings.
- Greet all guests that enter the Front Office and Leona's Gift Shop.
- To make reservations.
- Answer of e-mails.
- To check guests in on arrival and check guest out on departure.
- Sell items from Store and Leona's Gift Shop.
- Make ice cream and general cleaning on machine.
- Clean Store, Front Office and Leona's during slow periods.
- To perform daily reports at end of shift.
- To keep computer stations clean and professional.
- To sort mail & distribute for staff and guests.
- To notify all guests of activities upon arrival.
- Issue Wi-Fi codes to guests.
- To give the 90 second SUNNYBOOK Quick Review to every guest and visitor.
- Preform Opening and Closing Duties at the Front Office and Leona's.
- To report any maintenance issues immediately.
- Handle rentals for: Movie, Segway, Pull Carts and Golf Cart.
- To help stock and clean the Front Store and Leona's Gift Shop during slow periods.
- To report to your Supervisor for any questions and concerns.
- Contribute to team effort by accomplishing related results as needed.

Skills:

- To provide good customer service.
- Good communication and situation solving skills.
- Computer skills.
- Adapt to change in procedures.

Conditions of Work:

- Must be able to push/pull/lift up to 25 pounds. Job frequently requires use of arms, hands, and fingers. Requires walking, sitting, crouching, kneeling, and standing.
- Frequent contact with guests requiring courtesy, discretion, and sound judgment.

Name: _____ Signature: _____ Date: _____

While this job description is intended to be an accurate reflection of the essential job required, management reserves the rights to modify, add, or remove duties from particular jobs and to assign other duties as necessary.