

Reservations Manager

Department: Revenue & Reservations

Reports To: Director of Revenue Strategy / General Manager

Location: Waikiki, Honolulu, Hawaii

Employment Status: Full-Time

Position Summary

The Reservations Manager is responsible for leading and managing all aspects of the Reservations Department for a 321-room full-service hotel in Waikiki. This position oversees room inventory management, reservations sales, distribution channels, group block administration, and guest service related to reservations. The Reservations Manager plays a key role in supporting the hotel's revenue strategy through effective inventory controls, forecasting support, and maximizing room revenue opportunities.

The ideal candidate is a service-oriented hospitality professional with strong leadership, communication, analytical, and organizational skills. Given the hotel's mix of domestic and international guests, the ability to communicate fluently in both English and Japanese is highly preferred.

Essential Responsibilities

Reservations Operations

- Manage the day-to-day operations of the Reservations Department.
- Supervise, train, coach, and develop Reservations Agents.
- Ensure all reservation inquiries and bookings are handled professionally and promptly via phone, email, online channels, and third-party booking platforms.
- Provide written confirmation, invoice, and receipt via email, provide credit card authorizations and process payments.
- Monitor reservation accuracy, room inventory, and booking trends.
- Maintain reservation procedures and departmental service standards.
- Communicate and share new rates, promotions, services with hotel operation team.
- Review daily arrivals, departures, and special guest requests.

Revenue & Inventory Management

- Work closely with the Director of Revenue Strategy to optimize room inventory and maximize revenue.
- Monitor room availability and adjust inventory allocations across all distribution channels.
- Monitor the hotel's website and other distribution channels for inaccurate information and report any discrepancies to the Revenue or Marketing team or resolve them when appropriate.
- Support Revenue management in creating rate codes and mapping rates across reservation platforms.
- Maintain room types, rate plans, packages, promotions, and restrictions within the PMS and CRS systems.
- Analyze booking pace, pickup reports, cancellations, no-shows, and market demand trends.
- Support forecasting, budgeting, and revenue optimization initiatives.
- Ensure parity and accuracy across all online travel agency (OTA) platforms.

Group Reservations

- Support the Sales department by preparing group rate proposals and creating and executing group agreements.
- Serve as the primary reservations contact for group bookings and room blocks.
- Create rate code and booking link as required.
- Coordinate rooming lists and group reservation details with Sales and Operations teams.
- Prepare invoices and ensure payments are collected according to the agreed schedule.
- Monitor group block pick-up and cutoff dates to maximize occupancy and revenue opportunities.
- Prepare and distribute Group Summary reports to the hotel team prior to group arrival.

Wholesale Reservations

- Support the Sales department in proposing contract rates, creating and executing wholesale agreements.
- Create and update rate codes when new rates are contracted.
- Manually enter wholesale reservations into property system and respond to partner in timely manner.
- Monitor hotel inventory, implement stop-sell controls when necessary, and availability accordingly.
- Maintain relationships with wholesalers, tour operators, travel agencies, and inbound partners.

Payment

- Verify and accept or decline the third-party payment.
- Provide SERTIFI credit card authorization forms and process payments of series of various reservations and provide receipts.

- Process virtual credit card payments for OTA and wholesale reservations in coordination with the front desk team.
- Investigate, correct, and communicate disputed invoices with the partner accounting departments.
- Verify the commission invoices and forward to accounting for processing.

Guest Service Excellence

- Provide exceptional guest service that reflects the spirit of Hawaiian hospitality and Aloha.
- Resolve reservation-related guest concerns promptly and professionally.
- Ensure all guest communications are courteous, accurate, and timely.
- Handle VIP requests, special accommodations, and guest recovery situations when necessary.
- Foster a culture of service excellence within the reservations team.

Leadership & Team Development

- Recruit, train, schedule, and evaluate reservations team members.
- Conduct regular coaching sessions and performance reviews.
- Promote a positive, collaborative, and accountable work environment.
- Ensure compliance with company policies and service standards.
- Maintain department productivity and quality assurance metrics.

Interdepartmental Collaboration

- Partner closely with Front Office, Sales, Revenue Management, Housekeeping, and Accounting.
- Participate in revenue meetings and operational planning discussions.
- Communicate occupancy forecasts, inventory concerns, and reservation trends to department leaders.
- Support hotel-wide initiatives designed to improve guest satisfaction and operational efficiency.

Qualifications

Education & Experience

- Associate's or Bachelor's degree in Hospitality Management, Business Administration, or related field preferred.
- Minimum three (3) years of hotel reservations experience.
- Minimum two (2) years of supervisory or management experience in a hotel environment.

- Experience in a resort, destination, or high-volume hotel environment preferred.
- Experience managing group reservations and room blocks required.

Skills & Competencies

- Strong knowledge of hotel reservations systems, PMS, CRS, and OTA extranets.
- Strong analytical and revenue management awareness.
- Excellent leadership and team-building skills.
- Outstanding customer service and conflict resolution abilities.
- Strong organizational skills and attention to detail.
- Ability to work in a fast-paced, deadline-driven environment.
- Proficiency in Microsoft Office Suite, including Excel, Outlook, Word, and PowerPoint.

Language Requirements

- Excellent verbal and written communication skills in English required.
 - Ability to speak, read, and write Japanese preferred.
 - Additional language skills are a plus.
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Physical Requirements

- Ability to sit for extended periods while using a computer.
 - Ability to occasionally lift up to 25 pounds.
 - Ability to communicate effectively in person, on the telephone, and through electronic channels.
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Key Performance Indicators (KPIs)

- Reservations conversion rate
 - Call quality and response times.
 - OTA content and rate accuracy
 - Group block utilization.
 - Forecast accuracy.
 - Guest satisfaction scores related to reservations.
 - Department productivity goals
 - Revenue contribution and inventory optimization
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Preferred Candidate Profile

A hospitality leader who embodies **Aloha Spirit**, understands the Waikiki leisure market, is comfortable working with Japanese travelers and tour operators, and has the ability to balance exceptional guest service with strong revenue discipline and inventory management.