



## Reservations Specialist

### Job Description:

Flying W Ranch Reservations Specialists are customer service oriented people looking to work in the restaurant, tourism, and hospitality industries. Staff are people-oriented and enjoy interacting with people and working in team and individual environments. Staff must also be dependable and have a high stress tolerance by thriving in a high-pressure environment. Reservations Specialists work in our Reservations Office answering guest calls, facilitating guest orders, and may assist in the Ticket Booth.

### Job Duties may include:

- Guest Interactions
  - Phone Calls
  - Emails
  - Online orders
- Other Duties
  - Counting meal tickets
  - Preparing Ticket Booth
  - Additional tasks as needed
- Cleaning
  - Office clean up
  - Sweeping/mopping
  - Restrooms

### Minimum Qualifications:

- At least 16 years of age
- Reliable transportation
- Computer proficiency
- Ability to multi-task
- Excellent written and verbal communication skills
- Physical roles include sitting, bending, twisting, standing, walking, and kneeling
- Demonstrate good judgment and decision-making skills

### Additional Information:

- Uniform
  - Nice jeans, cowboy boots, cowboy hat, belt
  - Wrangler shirt (provided by employer)
- Availability
  - All staff must provide a minimum of three days of availability a week (vacations not withstanding)