

Historic Inns of Twentynine Palms

29 Palms Inn & Campbell House

Position Title: Reservationist
Division: Hotel
FLSA Status: Non-exempt
Reports to: Reservations Supervisor

Our Culture

Established in 1928, the historic 29 Palms Inn has welcomed visitors from all over the world to the California desert, offering visitors a place for rest and rejuvenation. Located along the 9,000-year-old natural desert oasis called the Oasis of Mara, the 29 Palms Inn is a unique destination for both travelers and the community. Family owned and operated for five generations, the 29 Palms Inn strives to provide a friendly and nourishing atmosphere for its guests, and for its staff who are committed to providing the highest level of hospitality to every guest who visits our Oasis.

Position Summary

Providing friendly, efficient, and professional front desk services, ensuring that our guests feel at home. Our team of reservationists are knowledgeable on our rooms, amenities, and guest services offered at both properties, and proactively cross-promote the 29 Palms Inn and Campbell House. As the point person during our guests visits, our reservationists provide information and recommendations for local attractions and events, and are knowledgeable about Joshua Tree National Park, Mojave Trails National Monument, and the Mojave National Preserve.

Essential Duties & Responsibilities

- Greets and builds a positive rapport with our guests upon arrival. Fulfills our guests needs, ensuring their stay is as enjoyable as possible.
- Responds to guest inquires by phone, email, or in person in a courteous and professional manner; provides directions and visitor information about nearby attractions, shopping, dining, and entertainment.
- Promotes property amenities and guest services for both the 29 Palms Inn and Campbell House.
- Answers the phone in a professional and courteous manner within the first three rings; directs non-hotel related calls to the appropriate extensions, taking detailed and thorough messages when needed.
- Makes and confirms reservations for hotel guests following established procedures; assuring room availability, obtaining all necessary guest information, obtaining credit card information, assuring guest understands all hotel policies, particularly cancellation policies.

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- Follows company procedures for check-in and check-out.
- Communicates in a professional manner with housekeeping staff and assists in the laundry room or cleaning rooms when needed.
- Completes room checks, following checklist to assure quality standards are met.
- Maintains front desk area in a clean and orderly fashion, keeping brochures and other materials stocked and current.
- Maintains the guest lounge areas, keeping the space clean, comfortable, and inviting.
- Assists restaurant staff with maintaining pool, patio and dining room area during morning breakfast and other meal periods when needed.
- Passionate about resolving conflicts in an efficient and professional manner; utilizes own best judgement in resolving issues independently, or with the support of management as needed.
- Possesses a thorough knowledge of all area attractions and events
- Provides guests with basic visitor information for Joshua Tree National Park, Mojave Trails National Monument, and the Mojave National Preserve.
- Looks for opportunities to cross-promote Campbell House & 29 Palms Inn.
- Completes all necessary paperwork; maintains files and records. Performs clerical duties as required including but not limited to filing, photocopying, and mailing.
- Follows daily checklist as provided and updated by supervisor.
- Participates in regular staff meetings.
- Performs other duties as assigned by manager

Skills, Experience, Education & Abilities

- Experience in the hospitality industry preferred
- Excellent customer service skills
- Commitment to excellence and high standards
- Professional appearance and demeanor
- Excellent written and oral communication skills
- Proficient with Microsoft Office programs, including Outlook, Word, and Excel
- Excellent problem-solving skills
- Bilingual skills a plus
- Valid drivers license
- Ability to work weekends and holidays