

POSITION DESCRIPTION



POSITION TITLE	Guest Service Agent
REPORTING TO	Hotel Manager
DEPARTMENT	SONG Hotel
CLASSIFICATION	Hospitality Level 2 Front Office Grade 1

THE ROLE

The primary purpose of this role is to provide a professional and personal service to all hotel guests, visitors and staff members, ensuring maximum guest satisfaction whilst adhering to Song Hotels standards.

KEY RESPONSIBILITIES

- Ensure all hotel guests are warmly welcomed, check-ins are actioned efficiently and courteously, whilst obtaining all information and charge details
- Ensure that all hotel guests are checked-out efficiently and courteously, ensuring all accounts are accurately maintained
- Monitor group activity, allocating groups together where possible, and communicating arrival times to the Reception and Housekeeping departments
- Have a sound knowledge of the hotel PMS, services, facilities, policies and procedures and be aware of any operational changes in the hotels
- Assist the Duty Manager to complete the daily Front Office Shift Checklists
- Carry out reservations & payment audit as per hotel procedures
- Maintain reception foyer, other designated areas neat & tidy and presentable at all times
- Answer incoming phone calls to the Hotel in a warm, courteous and efficient manner
- Handle Reservation enquiries via phone, email, on-line chat or other methods
- Handle guest enquiries and complaints, escalate matters not quickly resolved to the guest's satisfaction to the Duty Manager
- To be fully conversant with Hotels Emergency procedures and to be competent in facilitating an emergency evacuation. Compliance with company policies & external statutory obligations
- Understand our duty of care to maintain a safe environment and comply with WH&S policy and procedures for the benefit of staff and guests
- Available to work rotating roster shifts including weekends & public holidays
- Other tasks as assigned

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Experience in hotel front office/reservations (minimum 1 year experience)
- Provides outstanding Customer Service skills
- Demonstrates solid verbal & written communication skills
- Displays a professional, polite and friendly attitude
- Advanced Microsoft Office skills and prior experience with a Hotel Property Management System
- Solid team player and demonstrates versatility in responding to guest requests and hotel situations

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At YWCA Australia, we live our values every day

