



HOTELS &  
APARTMENTS

# Guest Service Agent Position Description



ROOF GARDEN  
HOTEL

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## **PURPOSE**

Consistently, through a disciplined approach, focus on providing exceptional and professional customer service to our valued customers and to achieve the company vision of delivering the highest quality of service to ensure true and lasting customer loyalty.

## **POSITION OBJECTIVES**

- **COMMITMENT AND CONSISTENCY** – To provide quality customer service always maintaining a consistent approach to ensure the highest levels of service and product are delivered through excellence to ensure customer satisfaction.
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved.
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks while recognising when attention is needed in other areas and attending to them with the appropriate level of priority.
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach including confidence, professionalism and an empathetic approach with internal and external stakeholders.
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff, customers and external sources.
- **ANTICIPATORY SERVICE** – Identify and service customer's needs before they ask.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty

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## KEY RESPONSIBILITIES

### CUSTOMER SERVICE

With a consistent focus on delivering the highest levels of service, perform the following duties:

- Provide an efficient and timely check in / out service to our customers.
- Deliver concierge services as required including booking of; transport, tours, transfers, restaurant reservations, leisure activities and general city information
- Promote and sell Majestic Hotels products and services at all times to ensure yield is maximised.
- Present rooms to potential customers.
- Manage incoming calls with a consistent and professional approach keeping to the Hotel standard including answering calls, transferring calls and receiving messages.
- Receive and conduct reservation enquiries, ensuring all reservations are secured efficiently.
- Allocation of guest rooms on a daily basis.
- Accurate processing of cash in line with the Company policy and procedures.
- Assist as required with porter tasks including delivering messages, luggage and other packages in line with department procedure.
- Provide valet parking for both manual and automatic vehicles as required.

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**SKILLS****EXPERIENCE****QUALIFICATIONS****KNOWLEDGE****Required**

- Effective communication skills incorporating a collaborative approach
- High level of accuracy and attention to detail when delivering products and services
- Exceptional time management skills with proven experience to establish priorities, organise workloads and ensure deadlines are met within a collaborative empowered environment
- Flexibility to work the required shifts and the ability to step in and assist where necessary
- An attitude of professionalism at all times
- Consistent approach to self-development and ability to address and implement continual improvement within the team
- Experience of working in a high pressure environment whilst maintaining high level of service
- High level of personal presentation
- Proficient in Microsoft Word, Excel and Outlook
- Current driver's license
- Committed approach to continuous improvement in all areas of responsibility
- A shared passion and responsibility towards our groups vision and values

**Highly desirable**

- Proven experience in a similar role within a 4 and 5 star environment
- Experience using Opera PMS

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## **ORGANISATIONAL RELATIONSHIPS**

- Report directly to the Rooms Division Manager and further Manager as required
- Limited reporting to the Assistant Front Office Manager
- Working as required with:
  - Guest Service Agents
  - Night Porter and Night Auditor
  - Reservations Coordinator
  - Department heads across the Majestic Roof Garden Hotel

## **VALUES**

Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -

- Passion for our brand, products, staff, guests and industry
- Professionalism at all times
- Commitment to quality customer service standards and values
- Respect and value of each and every team member across our group
- High level of communication skills characterised by patience, clarity and empathy at a personal, written and telephone level
- Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change
- High level of interpersonal skills
- An attitude to work within Workplace Health and Safety requirements

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## **VISION STATEMENT**

*“our purpose as a company”*

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice!**

## **VALUE STATEMENT**

*“what we stand for as a company”*

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

**PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!**

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I have read and understood the requirements of the role as outlined in this position description.

\_\_\_\_\_  
Employee Name

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Employee Signature

\_\_\_\_\_  
Date