



Guest Service Agent Position Description



PURPOSE

Consistently, through a disciplined approach, focus on the upkeep of Majestic Hotel's products, incorporating continuous improvement and delivery of the highest quality to ensure true and lasting customer loyalty.

POSITION OBJECTIVES

- **COMMITMENT & CONSISTENCY** – To quality of work and always achieving the highest standards to consistently deliver great products
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks lists while recognising when attention is needed in other areas and attending to them with the appropriate level of priority
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved.
- **TIME MANAGEMENT** – Accountability to achieve all tasks in a timely and efficient manner to ensure presentation of all common areas is maintained at the highest level
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach with internal and external stake holders
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff 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

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

Customer Service

- Provide an efficient and timely check in / out service to our guests.
- Respond to all guest requests appropriately. Remain alert, courteous, and helpful to guests needs at all times.
- Promote and sell Majestic Hotels products and services, including presenting rooms to potential guests.
- Manage incoming calls with a consistent and professional approach keeping to the Company standard; including answering calls, transferring calls and receiving messages.
- Input reservations and conduct enquiries, ensuring all reservations are secured efficiently.
- Allocation of guest rooms and preparation of registration cards for the following day arrivals.
- Accurate processing of guest accounts, billing enquiries and cashiering.
- Respond to special requests from guests, such as cots and additional guest amenities.
- Attend to and rectify any product failures in a timely and professional manner.
- Manage the presentation of the reception area to a high standard at all times, including basic cleaning duties.
- Deliver concierge services as required including booking of; transport, tours, transfers, restaurant reservations, leisure activities and general city information
- Assist as required with porter tasks including delivering messages, luggage and other packages in line with department procedure.

Administration

With a high level of accuracy, perform the following;

- Maintain accurate record keeping in line with policy and procedure, including banking, stock orders, restaurant chargebacks etc.
- Accurate processing of cash in line with the Company policy and procedures.
- Other general administration duties as allocated by management.

SKILLS**Required****EXPERIENCE**

- A positive can do attitude and a strong work ethic.

QUALIFICATIONS

- An engaging personality.

KNOWLEDGE

- Ability to work productively both autonomously and in a team environment.
- Effective communication skills incorporating a collaborative approach.
- A passionate, professional and consistent approach to delivering customer excellence.
- Ability to display initiative, specifically with a pro-active approach to sales as well as problem solving.
- High level of accuracy and attention to detail when delivering products and services.
- Exceptional time management skills and the ability to work under pressure.
- Flexibility to work the required shifts and the ability to step in and assist where necessary.
- Punctual and reliable with a high level of personal presentation.
- An attitude of professionalism at all times.
- Consistent approach to self-development and ability to implement continual improvement within the team.
- Proficient in Microsoft Word, Excel and Outlook.
- Current full driver's license and vehicle.
- A shared passion and responsibility towards our group's vision and values.

Highly desirable

- Proven experience in a similar role within a 4 and 5 star environment, or quality customer service background.
- Experience using Opera PMS or similar property management system.

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.
- A committed approach to continuous improvement in all areas of responsibility.
- Commitment to quality customer excellence 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.
- High level of accuracy and attention to detail when delivering products and services.
- 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.

**ORGANISATIONAL
RELATIONSHIPS**

- Report directly to the Front Office Manager & further Manager as required
- Working as required with:
 - Duty Managers
 - Guest Service Agents
 - Reservations Agents
 - Housekeeping Staff
 - Maintenance Staff
- Department heads across the Majestic Old Lion & Tynte Street Apartments, the Majestic Minima Hotel and all Majestic sites.

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!

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

Employee Name

Employee Signature

Date