



POSITION VACANT

GUEST SERVICE AGENT- Full Time

As the **Guest Service Agent**, you will play an important role in the Front Office department providing an exemplary service to our guest experience. You will contribute to the performance of day to day Front Office processes utilising your amazing customer service skills and organisational abilities. You will get the chance to take ownership of what you do and be surrounded by an incredibly energetic, talented and motivated team.

You will:

- Be enthusiastic for the industry and customer excellence
- Have a high level of accuracy and attention to detail
- Possess an outstanding level of customer excellence
- Have the ability to display initiative and problem solve
- Be self-motivated and have an engaging personality
- Have a consistent approach to self-development
- Have the ability to implement continual improvement
- Have a high level of personal presentation

Duties

- Provide an efficient and timely check in / out service to our customers
- Deliver concierge services as required
- Promote and sell Majestic Hotels products and services at all times
- Present rooms to potential customers
- Manage incoming calls with a consistent and professional approach
- 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

Previous experience working within the hotel sector and competence in Opera or similar PMS systems is preferred.

A full Australian driver's licence and the ability to drive a manual car are mandatory.

If you are a driven team player, looking to succeed in a culture of empowerment and accountability please visit our website www.majestichotels.com.au and download the position description.

Apply Now - Applications to: *(must include covering letter & resume)*

Applications close: 10 March 2021

Ellie Keany - Front Office Manager - Majestic Old Lion & Tynte Street Apartments, North Adelaide SA 5006

E: employment@majestichotels.com.au

Majestic Hotels employees may apply for this position and will be considered in line with other external applicants. Decisions will be made based on relevant experience, skills and merit. Prior to submitting your application we encourage you to advise your manager.