



POSITIONS VACANT GUEST SERVICE AGENTS

1x FULL-TIME AND 1 X PERMANENT PART TIME PARENTAL LEAVE COVER

Are you:

Ready to play a vital role as part of the Front Office team providing an outstanding guest experience?

Willing to use your amazing customer service skills and organisational abilities to contribute to the day to day performance of our hotel?

Be a part of an incredibly dynamic and motivated team?

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

Skills and Experience

- Effective communication skills
- High level of accuracy and attention to detail
- Flexibility to work a rotating roster including weekends
- Ability to display initiative specifically with a pro-active approach to sales as well as problem solving
- An attitude of professionalism at all times and a high level of personal presentation
- Self-motivation and high energy levels
- Proficient in Microsoft Word, Excel and Outlook

The part-time position is a guaranteed 20 hours a week. Both roles work over a seven-day rotating roster.

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.

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

Sarah Dickinson - Front Office Manager

Majestic Oasis Apartments

PO Box 2246 Port Augusta SA 5700

E: employment@majestichotels.com.au

Applications close: 20 November 2020

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.