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| Position Title: | Guest Services Agent |
| Department: | Front Office |
| Reports To: | General Manager, Front Office Manager and Senior Front Office Management Team |
| Job Family: | Individual Contributor |

Purpose

Show your passion for delivering exemplary guest service by embracing our brand behaviours and service philosophies, striving to ensure each guest experience is memorable. Be responsible for welcoming guests, check-ins, check-outs, cashiering, allocations, and assisting with general guest enquiries.

Key Relationships

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| Internal | Senior Managers, Concierge, Reservations, Housekeeping, Maintenance, and team members across all departments |
| External | Customers, potential customers, visitors, vendors, and contractors |
| Direct Report | NIL |

Duties and Responsibilities

- Maintain immaculate presentation and grooming, always wearing designated uniform and footwear.
- Introduce yourself to guests, greet them by name where possible and be proactive in sharing our stories.
- Deliver the warmest of welcomes with a friendly 'Kia Ora' or the fondest of farewells with a 'Haere rā'.
- Actively contribute to the department's key performance indicators: TripAdvisor, Net Promotor Score, RevMax.
- Ensure the smooth running of the daily check-in/check-out process for the hotel by obtaining guest's information, accurate method of payment and updating their profiles.
- Perform valet parking duties if able.
- Be familiar with all room types, rates and services provided by the hotel, and be confident to present these.
- Assist guests with special requests, general information, transportation, event tickets, restaurant, airline reservations and any other reasonable requests as they arise.
- Maintain up to date knowledge of all key events and what is happening in the city, as well as key information to assist guests e.g. bus/train options and timetables.
- Answer cheerfully, promptly, and professionally all incoming telephone calls and in-house guest requests to ensure their accurate distribution to all hotel guests, visitors, and team members.
- Process guest mail, messages, and deliveries in an accurate and timely fashion.
- Resolve guest complaints in a timely and professional manner, referring them to a supervisor if necessary.
- Maintain effective communication at end of shift to ensure a smooth transition for the next shift with the use of our handover tool.
- Complete shift checklists including minibar late charges, amenities and credit card balancing among other tasks.
- Perform pre-arrival calls 2 days prior to arrival to obtain reason for stay, ETA, transportation, method of payment, upsell services or facilities and obtain information to be able to provide opportunities to delight!
- Take ownership of tasks undertaken to a point of completion, ensuring consistent guest and colleague satisfaction.
- Handle all reservation requests in an efficient and friendly manner (for groups, unusual or difficult requests, involve the Hotel/Reservations Manager/Coordinator where applicable). Complete reservations in Protel.
- Ensure the orderly and clutter free appearance of the front desk and assist in maintaining the immaculate physical appearance of the hotel lobby and that stock levels are adequate.
- Maintain clear and concise communications with all departments and management regarding special requests, guest requirements, and general hotel events.



- Assist other departments on busy days and complete any other duties as requested by the department Supervisor or Manager to meet business demands
- Attend and actively participate in training programs as required.
- Where possible cross train in night audit duties.
- Ensure guest and team member security and privacy are always maintained.
- Ensure the company code of conduct and team handbook are adhered to.
- Understand relevant departmental policies and procedures and abide by these team member guidelines at all times.
- Adhere to The Hotel Britomart's credit and account policies and procedures with respect to all cashiering and auditing functions, ensuring guest accounts are accurate and all charges are correct and posted prior to checkout.
- Audit the daily activity of all front office operations, to ensure all activities are performed accurately and completed in accordance with established policies & procedures.
- Have a full understanding of emergency procedures.
- Ensure a safe work environment is maintained through preventative action including using appropriate protection equipment, correct storage and maintenance of chemicals, correct use and maintenance of equipment and machinery, prompt cleaning and removal of spillages and obstructions, and ensuring the correct manual handling techniques are used.
- Understand The Hotel Britomart Work Health and Safety policies and procedures and abide by them at all times.
- Report hazards, near misses and accidents at the workplace immediately.

Physical Requirements

- Frequent use of both hands for continuous grasping and use of fine motor skills.
- Frequent movement due to other manual tasks (i.e., squatting / kneeling / reaching / pushing, Etc)
- Constant standing & walking on various finished surfaces, including ascending and descending staircases.
- Frequent lifting and moving of objects up to 20 kgs. A visual risk assessment should be completed prior to single person lifting.
- Moving or lifting objects over 20 kgs or objects of an awkward nature must be a two person lift or aided by an appropriate manual handling lifting / moving device

Education

- Diploma of Hotel/Hospitality Management or in progress desirable but not essential.
- Driver's license desirable but not essential.

Experience

- Experience in a high paced guest/customer focused role.
- Experience as a Guest Services Agent in a similar hotel environment

Acknowledgement

To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: _____

Team Member Name: _____

Date: _____