

JOB DESCRIPTION

Guest Services Agent

Location: Mantra Nelson Bay

Job Type: Full-Time or Casual

About Us

Mantra Nelson Bay is a renowned resort nestled in the heart of the beautiful Nelson Bay, offering outstanding accommodation and exceptional guest experiences. We pride ourselves on delivering memorable stays through friendly, professional, and attentive service. Join our dynamic team and be part of an exciting and vibrant hospitality environment.

Position Overview

We are seeking a passionate and dedicated Guest Service Agent to join our team at Mantra Nelson Bay. This is an excellent opportunity for individuals who thrive in a fast-paced environment, love interacting with guests, and are committed to providing an exceptional guest experience. As a Guest Service Agent, you will be the first point of contact for our guests, responsible for delivering outstanding customer service throughout their stay.

Duties and responsibilities:

- Welcome and check-in/check-out guests in a friendly and professional manner
- Answer guest inquiries, provide information about the resort and local area
- Handle reservations and assist guests with bookings, upgrades, and special requests
- Resolve guest concerns or complaints promptly, ensuring guest satisfaction
- Maintain accurate guest records and billing information
- Ensure the lobby and front desk areas are clean, organised, and well-stocked
- Collaborate with other departments to ensure guest needs are met and exceeded
- Assist with administrative tasks such as answering phones, email correspondence, and handling payments
- Ensure the resort's security procedures are followed to ensure guest safety

- Support other team members as needed to ensure smooth operations
- Ensure a very high level of customer service is constantly maintained
- Maintain good communication and work relationships in all hotel areas and with all properties
- Processing large volumes of reservations in a timely and professional manner
- Timely email management

The successful candidate will have:

- Previous experience in a customer service or hospitality role is desirable, but not essential
- Excellent communication and interpersonal skills
- A positive and proactive attitude with a passion for providing exceptional service
- Ability to work independently and as part of a team
- Strong attention to detail and organizational skills
- Availability to work on a flexible roster, including weekends and public holidays
- A professional appearance and a friendly demeanour

Why Join Us:

- Competitive salary and benefits
- Opportunity for career growth within the Accor Hotels Group
- Work in a beautiful, dynamic environment
- Join a supportive and inclusive team
- Discounted accommodation for friends and family
- If you are looking for a rewarding career in hospitality and enjoy making lasting impressions on guests, we would love to hear from you. Apply now and become part of the Mantra Nelson Bay team!

How to Apply:

Please send your resume and cover letter to gm@mantranelsonbay.com.au