

JOB DESCRIPTION

Guest Services Agent

Full Time | Multiple Properties

at Hotel Group is currently seeking highly motivated, well-presented, energetic person who enjoys providing great service with a smile, to join our team as a Full Time Guest Service Agent. You will be able to work a flexible roster, which includes regular weekends. Only short listed candidates will be contacted, local resident highly regarded.

Duties and responsibilities:

- General front office duties – checking guests in & out
- Maintaining guest's accounts with accuracy
- 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:

- Positive and “Can Do” attitude, strong work ethic and ability to work in a team
- Excellent interpersonal and communication skills
- Commitment to delivering a high level of customer service
- Flexibility to respond to a variety of different work situations
- The ability to multi task and demonstrate initiative
- Excellent computer skills in the Office Suite