



# Guest Service Agent Position Description





Majestic Hotels are a South Australian owned and operated boutique hotel group comprising of five properties; the multi award winning Majestic Roof Garden Hotel, located in the heart of Adelaide's East End; Majestic Old Lion & Tynte Street Apartments and Majestic Minima Hotel in North Adelaide; and the Majestic Oasis Apartments in Port Augusta.

Majestic Roof Garden Hotel - 4.5 star rating, Opened April 2004  
Multi Award Winning in 2009  
55 Frome Street, Adelaide  
114 hotel rooms, 6 suites, 2 function rooms and 75 seat restaurant

Majestic Old Lion Apartments - 4 star rating, Opened December 1997, refurbished in 2011  
9 Jerningham Street, North Adelaide  
66 apartments

Majestic Tynte Street Apartments - 4 star rating, Opened June 1998  
82 Tynte Street, North Adelaide  
24 apartments

Majestic Minima Hotel - 3.5 star rating, Opened May 2008  
Melbourne Street, North Adelaide  
46 rooms

Majestic Oasis Apartments - 4 star rating, Opened September 2003  
Marryatt Street (foreshore) Port Augusta SA  
75 apartments



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**PURPOSE**

Consistently, through a disciplined approach, focus on providing exceptional and professional customer service to our valued customers and to achieve the company vision of delivering the highest quality of service to ensure true and lasting customer loyalty.

**POSITION OBJECTIVES**

- **COMMITMENT AND CONSISTENCY** – To provide quality customer service always maintaining a consistent approach to ensure the highest levels of service and product are delivered through excellence to ensure customer satisfaction.
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved.
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks while recognising when attention is needed in other areas and attending to them with the appropriate level of priority.
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach including confidence, professionalism and an empathetic approach with internal and external stakeholders.
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff, customers and external sources.
- **ANTICIPATORY SERVICE** – Identify and service customer's needs before they ask.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty



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## KEY RESPONSIBILITIES

### Customer Service

With a consistent focus on delivering the highest levels of service, perform the following duties:

- Provide an efficient and timely check in / out service to our customers.
- Deliver concierge services as required including booking of; transport, tours, transfers, restaurant reservations, leisure activities and general city information.
- Promote and sell Majestic Hotels products and services at all times to ensure yield is maximised.
- Present rooms to potential customers.
- Manage incoming calls with a consistent and professional approach keeping to the Hotel standard including answering calls, transferring calls and receiving messages.
- 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 in line with department procedure.

### ORGANISATIONAL RELATIONSHIPS

Report directly to the Front Office Manager & further Manager as required

- Working as required with:
  - Guest Service Agents
  - Housekeeping Personnel
  - Site Maintenance Personnel
  - Department heads across the Majestic Oasis Apartments



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**SKILLS****Required****EXPERIENCE**

- Strong leadership ability with a minimum of two years proven experience in a similar role.

**QUALIFICATIONS****KNOWLEDGE**

- Proven experience leading and influencing operations in both restaurant and function environments.
- Train and motivate a team to achieve service excellence.
- Ability to work in a team environment, focus on quality and be very hands on.
- Exceptional time management skills and the ability to work under pressure.
- Displayed and proven accountability towards both customer and employee satisfaction and experience.
- Proven ability to run operations with ownership and accountability.
- Experience in a structured policy driven environment.
- Understanding of beer, wine and spirits, plus Barista experience with a passion for great coffee.
- Sound food knowledge
- Ability to display initiative, specifically with a pro-active approach to sales as well as problem solving.
- Showcase commitment to quality in all service areas, including dinner, breakfast and functions with a passion for the position.
- A shared passion and responsibility towards our group's vision and values.

**VALUES**

Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -

- Passion for our brand, products, staff, guests and industry.
- Professionalism at all times.
- Commitment to quality customer service standards and values.
- Respect and value of each and every team member across our group.
- High level of communication skills characterised by patience, clarity and empathy at a personal, written and telephone level.
- Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change.
- High level of interpersonal skills.
- An attitude to work within Workplace and Safety Requirements.



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## **VISION STATEMENT**

*“our purpose as a company”*

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice!**

## **VALUE STATEMENT**

*“what we stand for as a company”*

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

**PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!**



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I have read and understood the requirements of the role as outlined in this position description.

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Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

