



POSITIONS VACANT

GUEST SERVICE AGENTS

PERMANENT PART TIME - MIN 20HRS PER WEEK

Collaborating with all levels of staff including the Front Office Manager and Property Manager, you will be required to provide a consistent and disciplined approach in achieving the company vision of delivering the highest quality of service to ensure true and lasting customer and staff loyalty.

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.
- 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 in line with department procedure.

Skills & 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
- Consistent approach to self-development
- Proficient in Microsoft Word, Excel and Outlook
- An attitude of professionalism at all times

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

PO Box 2246

Port Augusta SA 5700

E: employment@majestichotels.com.au

Applications close: 10 June 2017

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.