



ROOF GARDEN
HOTEL
ADELAIDE CITY



POSITION VACANT GUEST SERVICE AGENT

PERMANENT PART TIME - MIN 18 HOURS PER WEEK

Collaborating with all levels of staff including the Front Office Manager, Assistant 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
- 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

Skills & Experience

- Effective communication skills incorporating a collaborative approach
- Exceptional time management skills
- High level of accuracy and attention to detail
- Flexibility to work the required shifts
- An attitude of professionalism at all times
- Experience of working in a high pressure environment
- Have previous experience working within the hotel sector
- Competence in Opera or similar PMS systems is preferred

A full Australian driver's licence and the ability to drive a manual car are mandatory.

This is a part-time position working a minimum of 18 hours per week inclusive of weekends.

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.

Apply Now - Applications to: *(must include covering letter & resume)*

Jessica Gregory - Front Office Manager
Majestic Roof Garden Hotel
55 Frome Street, Adelaide
E: employment@majestichotels.com.au

Applications close: 22 September 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.