

JOB DESCRIPTION

Job Title:	Guest Services Agent	Department:	Front Office
Reporting to:	Front Office Manager	Direct Reports:	Nil

VISION, MISSION AND VALUES

Strive to achieve our vision:

“Building Great Memories”

Through our mission:

“The pinnacle of heartfelt Kiwi service, providing personalised local guest experiences in the centre of Auckland’s diverse cultural scene.”

By living our values daily:

*Connect from the Heart
Better Every Day
Do the Right Thing
One Team One Dream
Take Care of the World around Us*

PURPOSE OF POSITION

To build a culture focused on the vision and values of the business and provide a friendly, efficient and accurate service on front desk, rooms control and in the call centre, ensuring Cordis, Auckland is the best hotel in New Zealand. Taking the initiative to create moments of ‘WOW’ for our guests.

KEY PERFORMANCE AREAS

ROLE SPECIFIC

- Ensure all hotel standards are met and / or exceeded.
- Complete the arrival and departure process for guests, including the accuracy of their accounts.
- Ensure the promotion of our Brilliant by Langham loyalty programme.
- Carry out all tasks as set out in the Standards and Procedures Manual.
- Report any potential credit risks immediately to the Assistant Manager on shift.
- Assist with the day to day running and operations of Front Office by monitoring and maintaining the cleanliness and appearance of the Lobby, Front Desk and Back of House areas.
- Liaise with all departments to ensure communications are clear, specifically working closely with Housekeeping for an efficient turnaround of rooms.
- Selling of Hotel outlets and facilities, including the upselling program outlined by the Front Office Manager.
- Work in all areas of Front Office as required.
- Deal effectively with enquiries, requests and complaints with an empathic manner.
- Using HotSOS and other hotel systems effectively and following up on pending / timeout jobs.
- Utilization for SEP (Shiji Enterprise Platform) or other Hotel Property Management System to complete required tasks
- Attend meetings and briefs when determined by the Front Office Manager or designate.
- Ensure all elements of HACCP are met.

CORDIS

HOTELS & RESORTS

AUCKLAND

- Ensure all hotel standards are met and / or exceeded.
- Contribute towards the hotel sustainability goals by:
 - separating waste into correct bins;
 - dispose of hazardous substances or materials in the correct manner, including e-waste and batteries;
 - minimize printing, avoiding waste and dispose all paper into appropriate recycling bin (or destruction bin when content-sensitive);
 - promoting our 'Guests of the Earth' program to guests;
 - reporting any areas of improvement to my department's CONNECT champion.

FOR ALL COLLEAGUES

- Ensure the My Colleague Survey action plans are actioned in a timely manner.
- Actively source and use guest and colleague names; making eye contact, smiling and approaching immediately
- Provide efficient, friendly and professional service, using your initiative, to all guests, colleagues etc., bringing life and meaning to our VMOV and essentials
- Live by the principles of our Vision, Mission, Values and Essentials, our Welcome Handbook, hotel Standard Operating Procedures and policies, adhering to these expectations.
- Be flexible with rostered days off, shifts and hours
- Achieve quality standards in order to achieve consistency via e.g. Key Performance Indicators, i-Auditor tools, Mystery Shopper audits, ReviewPro etc.
- Promote revenue generating opportunities being familiar with the hotel's products and services
- Utilise internet and email in conjunction with Cordis, Auckland Internet, Social Media and Email policy
- Ensure all elements of HACCP are met
- Ensure all hotel standards are met and / or exceeded
- Adherence to Emergency Communication procedures ensuring that enquiries from the media are only responded to by the nominated spokesperson
- Participate in our CONNECT program
- Work in other areas of the hotel as requested
- Any other reasonable task as requested by Hotel management
- Communicate all positive feedback and feedback relating to areas for concern to the leadership team in a timely manner
- Ensure an understanding of all areas within department

HEALTH & SAFETY

- Active participation; working in line with and as required by, Health & Safety legislation and hotel policies, procedures and expectations, while encouraging other colleagues to participate
- Comply with the Health & Safety policy statement, H&S policies and procedures and the relevant H&S Business Plan
- Work in a safe manner, providing a safe workplace to all colleagues
- Use protective/safety equipment wherever provided and required
- Fully understand departmental fire, evacuation and emergency procedures
- Accurate and timely reporting of all hazards, incidents and work related injuries to your supervisor or manager

ESSENTIAL SKILLS, ATTRIBUTES AND EXPERIENCE

- Superior Customer Service skills
- Proactive in taking initiative
- Excellent communicator, team player, empathetic and patient
- Strong ability to communicate in written and spoken English
- Strong attention to detail
- Time management, listening, conflict resolution, selling and marketing, negotiation skills
- Displays a sense of urgency
- Business acumen and strategic focus
- Displays flexibility and high energy levels

- Motivate self and others
- Displays quality team work
- Able to build and maintain relationships
- Displays service mentality and attitude
- Able to delegate
- Values diversity
- High level of personal and professional integrity and trustworthiness with strong work ethics
- Ability to work independently with excellent communication and presentation skills, both verbal and written

SUCCESS FACTORS

Business

Business Focus
Customer Focus

Self

Functional proficiency
Ownership of Results
Decision Making
Innovation

Leadership

Leadership skills
Communication
Teamwork
Staff Development and Coaching

Your success in demonstrating these competencies will be communicated through the PRIDE Appraisal performance management process.

It is not the intent of this job description to cover all aspects of the position but to highlight the most important areas of responsibility.

I understand that this job description may be subject to change by the management of Cordis, Auckland.

I have read and understood this job description and agree to carry out the duties listed above. I accept responsibility for the awareness of modifications and/or changes to this job description. I can perform the functions of this position as indicated above.

Name <i>(Please print)</i>	Signature	Date
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