CORDIS
AUCKLAND

JOB DESCRIPTION

Job Title:	Cordis Service 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 to provide a friendly, efficient and accurate service to our discerning guests thereby ensuring that Cordis, Auckland is the best hotel in New Zealand. To take initiative in creating moments of 'WOW' for our guests.

KEY PERFORMANCE AREAS

GUEST

- Live the hotel vision by actively sourcing and using guest names.
- Actively promote a work environment, which cares for guests and colleagues alike.
- Smile through the phone or over email, be approachable and open to discussion answering queries quickly and accurately
- Deliver and achieve a level of service quality that consistently exceeds the expectation of guests.
- Maintain focus on the 'Customer Need', individualising and personalising service where possible.
- Provide efficient, friendly and professional service to all guests, to get to Know Our Guests and Build Great Memories.
- Take a problem-solving approach with guest problems and concerns by using your initiative.

FINANCE

- Promote revenue generating opportunities by enabling a culture of showing the guest the best the hotel has to offer.
- Actively participating in upselling when opportunities arise (early check in, late departure, club access, suite upgrade and food and beverage add ons)
- Be familiar with the hotel's products and services.
- Be familiar with hotel's latest offer including Food and Beverage promotions and pricing.
- Ensure to follow up with deposit requirements for Food and Beverage bookings to minimise revenue

loss from cancellation

COLLEAGUE

- Lead by example in all work-related interactions and occasions.
- Work in other areas of the hotel as requested.
- Promote by example the principles of 5M's, Brand Pillars and the Welcome Booklet, and adhere to these expectations and guidelines.
- Attend learning and development courses.
- Any other reasonable task as requested by Hotel management.
- Utilise internet and email in conjunction with Cordis, Auckland Internet, Social Media and Email policy.

PROCESS

- Make bookings for Food and Beverage Outlets and other services offered by the hotel as required adhering to time constraints.
- Assist with the day to day running and operations of Call Centre by monitoring and maintaining the cleanliness and appearance of the Back of House areas.
- Liaise with all departments to ensure communications are clear.
- Deal effectively with enquiries, requests and complaints in an empathic manner.
- Using HOTSOS (or other alternative internal communications system) effectively and following up on pending / timeout jobs.
- Using FB booking system effectively to maximise revenue opportunity.
- Using SEP (or alternative Property Management System) effectively to assist guests and colleagues alike.
- Assist in group arrival preparation when needed.
- Communication with guests using applications approved by LHG.
- Aim to respond to all queries within time frame set out by the manager or designate.
- Appropriate usage of Internet, used for work purposes only.
- Training and coaching of new colleagues as required.
- Attend meetings and briefs when determined by the manager or designate.
- Attend training courses as determined by the manager or designate.

SUSTAINABILITY

- 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.

HEALTH & SAFETY

- 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 manager.
- Active participation with Health & Safety and expectations / encouragement of colleagues to participate.
- Adherence to Emergency Communication procedures ensuring that enquiries from the media are only responded to by the nominated spokesperson.

Essential Skills, Attributes and Experience

- Understanding of all cultures and their respective travel expectations.
- Professional grooming standards.
- Selling and marketing skills.
- Key board, computer, numeric and accounting skills.
- Effective communication, complaint handling & interpersonal skills.
- Product and technical knowledge; physical product, hotel & local service facilities, and the hotel & Call Centre systems.
- Guest focused.
- Promotes Occupational Health and Safety.
- Fluent English speaking
- Demonstrates a sense of urgency, flexibility and high energy levels.
- Is well presented and groomed, punctual and reliable.
- Shows commitment to personal growth, a willingness and motivation to learn.
- Demonstrates customer service skills.
- Maintains an approachable and pleasing disposition.
- Demonstrates personal organisation, strong attention to detail, time management skills and displays responsibility for shifts worked.
- Shows a positive (can do) attitude, innovation & initiative.
- Experience in a 5 star hotel environment.
- Ability to work unsupervised and complete required tasks

Success Factors

Business	*Self*	*Leadership*
Business Focus	Functional proficiency	Leadership skills
Customer Focus	Ownership of Results	Communication
	Decision Making	Teamwork
	Innovation	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 *(Please print)*	Signature	Date