

POSITION DESCRIPTION

Position: GSA Receptionist & Reservations at Mantra Wollongong

Position objectives:

Ensure excellent and professional client service at all times
Act as an ambassador for the hotel and town/city, region and state at all times
Provide efficient and profitable operation of hotel accommodation by promoting and selling a variety of packages to cater for a vast range of clientele (local, interstate and overseas)
Create and maintain professionalism throughout the front office department
Observe policy and procedures for the hotel operation
Professional telephone etiquette, providing accurate and detailed information regarding the hotel facilities and services to all telephone contacts with a view to maximising revenue throughout the property
Work closely with the General Manager, Assistant Manager and Reception team to achieve high quality service, presentation and delivery to all guests

Principal Responsibilities:

Thorough knowledge of all relevant accommodation systems and procedures via the hotel reservations system
Engaged in duties including telephonist, receptionist, cashier, information services or reservations
Ensure that all incoming reservations and enquiries, whether by fax/email, phone, letter or in person are given priority over other tasks
Possess thorough knowledge of room rates, packages, discounts and associated procedures
Possess a thorough knowledge of our market segments and seasonal changes
Maintain high levels of service within the Hotel on a daily basis assisting with reception duties when required
Understand and adhere to company policies and procedures in relation to credit, cash and cheques
Develop a thorough knowledge of venue facilities including number, location and types of rooms
Work with the Manager to lead in the development and implementation of a variety of packages/promotions
Consistently drive growth of our accommodation facilities through sound marketing/up selling and staff training and development
Maintain liaison and develop good relationships with existing clients, local residents and businesses, as well as focusing on establishing new business
Ensure accuracy of reservations in respect of deposit information, billing credit details, VIP/guest special requests, room rates, return guest and new guest information
Communicate all VIP arrivals and famil arrivals to the management team
Compile data and statistics and trend information to be used in market analysis and forecasts
Strong and effective communication methods with management and staff
Communicate general knowledge of the city and region to all guests and make visitor suggestions in relation to available and suitable tourism activities in the region
Implementation of set procedures to create consistent practices
Maintain cleanliness and neatness of the work station
Ensure filing is maintained and concise
Maintain positive open interdepartmental relationships
Adherence to all relevant industry legislation including the Hospitality Industry General Award, Work, Health and Safety policies and procedures and hotel policies and procedures

Follow Standard Operating Procedures (SOPs) and / or Safe Work Procedures (SWPs) for all areas of the hotel at all times
Any other duties directed by Management

Organisational Relationship:

Reporting directly to the Manager
Working closely with all team members

Extent of Authority:

Authority and expectation to use your initiative in relation to resolving customer issues and authorising and refunds where appropriate
Authority and expectation to use initiative in relation to all aspects of your role as outlined in the position description

Performance Indicators:

Performance will be measured upon the ability to consistently develop and grow a strong accommodation trade, in line with management expectations
Well-presented and punctual
Proven ability to provide an exceptional level of customer service and handle being in a busy working environment
Ability to create and maintain a cohesive work environment through positive re-enforcement of expectations of the hotel in regard to service and procedures
Attendance and participation in regular and effective training programs/procedures
Ensuring that all relevant industry legislation is adhered to including; Hospitality Industry General Award, National Employment Standards, Fair Work Act, HACCP standards, Work, Health and Safety policies and procedures and hotel policies and procedures

Acceptance:

I have carefully read this position description. I confirm that I have the skills and experience required and accept this position.

Signature: _____

Date: ____/____/____

Name: _____

Date of Commencement: ____/____/____