



BROADWATER HOTELS & RESORTS
Western Australia

Position Description

GUEST RELATIONS OFFICER

- Responsible to:**
- Front Office Supervisor
 - Front Office Manager

- Liaises with:**
- Other Guest Relations Officers
 - Porters

Position summary: The role of the Guest Relations Officer is to provide a high level of support and information to guests at the Hotel's front desk and handle enquiries relating to reservations.

Success in this role will be measured by the following main functions and duties:

Critical Success Function Duties

Customer service

- Monitor arrivals and expected bookings;
- Warmly greet and welcome guests, by name if possible, upon arrival;
- Register and check-in guests in prompt, efficient and friendly manner;
- Clearly explain room key, location and direction of the room to guests;
- Minimise disruptions for guests if rooms are not ready;
- Ensure all special needs of guests have been organised;
- Provide vehicle valet service if offered and within driving license restrictions;
- Ensure the reception and guest areas are well stocked with stationery and presentation information;
- Provide luggage collection and storage for guests;
- Provide up to date and valid information on regional tourism attractions in the area;
- Take messages for guests ensuring messages are delivered or forwarded promptly;
- Take ownership of any guest complaint and use techniques to ensure the guest is satisfied;
- Review the departure report and act on any guests that have not checked out;
- Follow departmental policies in relation to extensions, no shows and room changes;
- Checkout guests in a friendly and efficient manner;
- Retrieve room keys.

- Reservations**
- Take telephone queries and reservations in a friendly and polite manner;
 - Provide information relating the property's products and services;
 - Ensure rooms are maximised and reservations provide the most effective rate for the property and the guest;
 - Provide additional information on other properties as requests or as appropriate;
 - Ensure all opportunities are maximised to attract a reservation or booking.
- Financial handling**
- Check float ensuring adequate supply of change is available at the commencement of the shift;
 - Provide a fully itemised account for guests explaining any queries;
 - Transact guest payments in a prompt, efficient and accurate manner;
 - Post all charges to the appropriate account;
 - Generate reports in accordance with the departmental needs;
 - Exchange foreign currency in accordance with the departmental policies manual using the correct exchange rate;
 - Ensure end of shift balancing is accurately conducted, reporting any discrepancies to the Front Office or Duty Manager.
- Selling skills**
- Take every opportunity to maximise sales within the accommodation area;
 - Take every opportunity to maximise sales by suggesting products and services of the property;
 - Provide guest feedback to Management in a timely manner;
 - Ensure a consistently high level of knowledge of products and services along with departments within the property and other properties at all times;
 - Endeavour to increase sales in a professional and diplomatic manner.
- Responsible service of alcohol**
- Identify early stages of intoxication and act to reduce risk to guest/s, business and community;
 - Apply conflict resolution techniques when dealing with issues relating to intoxication;
 - Provide support and assistance for an intoxicated guest
 - Act in a professional manner that demonstrates positive outcomes for the Company and guest/s.
- Coaching**
- Assist new and junior employees in developing workplace skills;
 - Provide knowledge as requested to new and junior employees on front office and reservations information;
 - Provide support to new and junior employees in operational standards to meet policies and procedures.

- Occupational Health and Safety**
- Regularly clean and maintain all surfaces, floor areas, benches and guest areas in a hygienic manner at all times;
 - Ensure outdoor areas are maintained in a clean and tidy manner that presents the department and property in a professional;
 - Safely use cleaning products as recommended by the supplier;
 - Ensure all equipment is cleaned in accordance with manufacturers instructions;
 - Maintain a clean and well presented uniform;
 - Ensure personal grooming meets the standards of the Company policy;
 - Use machinery and equipment as directed by manufacturers instructions;
 - Immediately act on or report any hazards or risks;
 - Work in a way that will not harm or hurt guests, colleagues or self;
 - Wear protective clothing where it is necessary;
 - Use safe manual handling techniques at all times;
 - Report any incidents as they occur according to the Company policies and procedures.
- Other Duties and expectations**
- Regularly take part in professional development programs to enhance quality of service, knowledge or skills related to this position;
 - Comply with all aspects of regulatory Acts;
 - Always act in the best interest of the company;
 - To perform fair and reasonable tasks as directed without conflict to these main duties.

I have read, understood and accept this list of functions and duties required to successfully achieve this position.

Employee signature: _____ date _____

Sample Position Description from Broadway Hotels and Resorts