

JOB DESCRIPTION

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| Position: | Guest Services Agent |
| Reports to: | Guest Services Coordinator |
| Department: | Front Office |
| Subordinates: | None |

Job Summary:

To provide an efficient Reception service to all guests, offering information and giving particular attention to all guest special requirements. Ensuring all check-ins and check-outs run smoothly and that all cashiering transactions and processed promptly and correctly both during the day and night. Also, offering a more personalized service with the same concepts mentioned earlier but on an Executive level.

Main Duties and Responsibilities:

- Adhere to all Resort rules and regulations as per service standard policies and procedures, and follow all communications briefed by the reception manager.
- Attend to duty timely and wearing the correct uniform, name badge and well groomed.
- Attend to daily tasks in a timely and efficient manner as per Resort standards.
- To assist guests in all their needs throughout their stay and ensure all guests are assisted in a warm and personalized manner as per Resort Standards.
- Hand over accurate information to next shift.
- Be able to handle all office, computer and other duty related equipment.
- Attend daily briefing conducted by the RAM/ the guest service coordinator at the beginning of the shift.
- Review daily special information regarding Arrivals and departures prepared by the guest service coordinator.
- Carry out guest check in, check out and requests as per resort standards.
- Be fully trained on the resort PMS system, handling Check-in and check outs of guest as per Resort Standards.
- Be fully trained on walk in reservations and up-selling procedures to ensure resort revenue is maximizes and guest satisfaction.
- Issue keys to guests ensuring all security measures, as per procedures, are adhered to at all the time.
- Communicate any guest requests or reservations to the call centre for follow up and communication is given back to the guest.
- Assume full responsibility of own cash float from receipt to handle over to the next shift ensuring all resort policies for handling floats are adhered to at all times.
- Ensure that the reception is kept tidy and clean at all times whilst on duty.
- Have full knowledge of special promotions, events and resort activities at all times and have basic concierge knowledge of local sites and destinations.
- Escort and assist guests with signing in and attending to Safe Deposit boxes, ensuring resort standards and policies are adhered to all the time.
- Deal with currency exchange and transactions according to resort policies and procedures.

- Ensure that all daily revenue transactions according to resort policies and procedures.
- During night shift assist RAM in carrying out PMS night audit and prepare and review all reports including daily operational results to be forwarded to management.
- During night shift sort and file outlet receipts in respective guest room file.
- Be trained on respective tasks and duties in the case of life and safety, fire or other emergency procedures.
- Attend departmental training sessions as requested.
- Be flexible in working hours and scheduling as per requirement by the resort.
- Assist with other job related tasks when requested.
- Ensure guest information is kept confidential at all the time as per resort standards.
- Communicate correctly and efficiently with other guest services departments to ensure guest satisfaction.
- Have full knowledge of all resort accommodation types, additional preferences available on request, and rates related to the respective accommodation type.

Competency Requirements:

| High Importance <i>Essential to position & to executing job responsibilities</i> |
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| <p>Personal Skills</p> <p>1. Sincere</p> <ul style="list-style-type: none"> ▪ Shows integrity in all his/her dealings with others ▪ Is self-confident and true to oneself, i.e. comfortable with whom he/she is ▪ Is open to constructive criticism and comfortable to admit mistakes ▪ Carries sincerity in his/her tone of voice/behavior ▪ Carries out actions that are consistent with his/her beliefs ▪ Delivers consistent messages on all fronts and to all parties ▪ Values honesty and integrity, truthful and ethical in all dealings ▪ Values openness and trust <p>2. Dependability</p> <ul style="list-style-type: none"> ▪ Stands by his/her commitments and follows through to completion ▪ Can be relied upon to complete tasks given ▪ Will alert subordinates, peers and managers if he/she is unable to honor commitment ▪ Is loyal and steadfast in his/her behavior ▪ Delivers consistent work <p>3. Self Development</p> <ul style="list-style-type: none"> ▪ Has strong desire to continuously learn and develop self ▪ Proactively seeks out to improve and add new skills: identifies the areas of development and creates a plan ▪ Leverages formal, informal, on the job and e-learning training opportunities ▪ Take opportunity of training opportunities ▪ Seeks out mentor opportunities and proactively asks for feedback from others ▪ Manages career-does not wait for things to happen but seeks out next steps ▪ Realistically assesses personal development needs on all fronts <p>Interpersonal Skills</p> <p>4. Team Player</p> <ul style="list-style-type: none"> ▪ Adapts well in a team environment, finds his/her role in a team ▪ Is observant of the team setting and plays his/her role as needed ▪ Shares ideas for improvement for the overall good of the team |

- Is open to other peoples' ideas and suggestions, i.e. is adaptable
 - In a team setting: allows others to finish their work and take responsibility for their tasks, does not try to impose his/her own approach
 - Addresses conflict in the group as it arises, does not shy away from issues
 - Challenges team direction and beliefs
 - Is an active participant in the team, does not sit back and wait for instruction or direction.
 - Contributes to creating strong team morale (enthusiastic, upbeat, positive, etc...)
 - Celebrate the team/ not the individual victory
- 5. Customer Focused**
- Understands that different customer needs
 - internal customers, superiors, peers, subordinates and external customers
 - each play an important role
 - Anticipates the needs and expectations of all user groups and exceeds whenever possible: under-promises and over-delivers
 - Treats customers with respect (internal and external)
 - Builds rapport, credibility and trust with customers
 - Strives to add value to product offerings and service: delivers the unexpected
 - Feels a sense of obligation to others to deliver on the promise and performs well
 - Responds to customers' requests promptly and manages their expectations
 - Searches for feedback from customers and follows-up to completion
 - Is honest and open to his/her customers and acts in their best interest [when you can't deliver what you promised, say so; when you feel your product offering is not what they ultimately need, say so: honesty pays off. The same applies to your internal customers, in particular to your subordinates: always be honest and manage their expectations]
- 6. Self Aware**
- Is aware of other peoples' needs: his/her managers, peers, staff and customers
 - Is astute and self-aware in his/her setting – understands how his/her actions and behavior can influence and affect others
 - Understands his/her personal strengths, weaknesses and limits and seeks help if needed
 - Seeks feedback and encourages constructive criticism and does not act defensive
- 7. Build Relationships**
- Is aware of his/her own interactive style and how it affects others
 - Builds good relationships with managers, peers, subordinates and customers
 - Develops and demonstrates trust, shows kindness, care and honesty to those he/she works with to build a strong relationship and one that can more easily deal with conflict
 - Quickly finds common ground
 - Adapts interaction style to integrate with others
 - Solves issues with others with minimum disruptions: reduces incidences and interpersonal issues
 - Encourages collaboration
 - Addresses interpersonal issues/ miscommunications
 - Shows empathy

Key Success Factors:

- Strong interpersonal skills
- Organizational skills
- Strong administrative abilities
- Ability to have a strong customer focus
- Strong communication skills

Potential Career Path:

To be trained in all aspects of front desk operation and handling guest issues and subsequently to progress toward moving to the front desk operation and get more involved in the guest experience if the appropriate skills, competencies and attitudes are displayed and acquired.

Core Values:

- Blow Away the Customer
- Develop Passionate & Committed People
- Continuously Striving for Perfection
- Sustainable Bottom Line Performance

I have read and understand the duties required of me and will adhere to and perform them as required.

Signature:

Date:

Witness:
