

Guest Service Agent

- Location:** Ibis City Centre, 100 Castle Street, Belfast, BT1 1HF
- Department:** Front Office / Restaurant / Bar
- Reports to:** General Manager / Front Office Manager / F&B Team Leader
- Hours of Work:** 40 hours per week
- Rate of Pay:** £8.20 per hour

Job Overview

Register guest Reservations and welcome them warmly, taking care of them from their arrival through to departure. Contribute to guests' permanent satisfaction by providing high quality services throughout their stay, and, in doing so, help meet the Department's quantitative targets by carrying out sales initiatives

Play a crucial part in the day-to-day running of the food operations – working as part of the Food & Beverage Team, making sure the kitchen runs smoothly

Prepare food to order and ensure the highest standards of cleanliness, safety and compliance with hygiene regulations at all times

Implements Brand Projects and identifies features such as LeClub, bringing the Brand concept to life on a day-to-day basis

Duties and Responsibilities

Customer Relations:

- Welcome guests as soon as they arrive with great care and attention
- Help encourage customer loyalty by building friendly, personalised relationships
- Ensure that administrative procedures never take priority over guest relations
- Anticipate guests' needs and take them into consideration
- Handle any guest complaints and/or remarks; provide a response as soon as possible, respecting the Ibis 15-minute contract
- Have an impeccable attitude which conveys the image of the Brand and Hotel

Professional Techniques / Production:

- Complete tasks linked to the guest's arrival and departure in compliance with internal procedures
- Inform guests about any particular conditions or formalities during the stay, and about the services offered by the Hotel
- Handles phone calls in an efficient and polite manner
- Passes information on as necessary to other Departments, and to other members of the Reception team
- Ensures that all the documents, products and provisions needed for the Department and/or guests are available and up-to-date
- Handles reservations in an efficient and polite manner



- Serves drinks in the bar area attached to the reception desk
- Ensures all items of crockery and cutlery are cleaned to set standards of hygiene
- Clean down of kitchen area after food service
- Provides a high standard of service both in terms of ensuring the guests are warmly welcomed, orders taken efficiently and served to standard to ensure guest satisfaction
- Participating in the daily tasks involved in running a Restaurant including checking deliveries

Commercial / Sales:

- Promotes the range of services offered by the Hotel to increase sales - upselling
- Applies and actively supports the Hotel's pricing policy in order to increase REVPAR
- Promotes the Brand and/or Group loyalty programme, adapting the sales pitch to suit the guests' needs

Management and Administration:

- Respects the procedures concerning invoicing and cash operations
- Manages the cash under his/her responsibility

Hygiene / Personal Safety / Environment:

- Ensures that the workplace remains clean and tidy
- Knows and applies the Hotel's security regulations (in case of fire, etc.)
- Ensures the safety of the people and property within the Hotel

Accountability

This job involves working in Reception / Bar area. Hours will include evening and weekend shifts

Qualifications and requirements

Essential:

- Experience within a Guest Service Agent Role
- 5 GCSEs at Grade C and above to include English & Maths or equivalent
- High level of IT proficiency
- Customer Service Skills
- Ability to work in a fast paced environment requiring flexible working and a genuine willingness to help guests and colleagues in the Hotel

Desirable:

- Experience within the Hospitality Industry

Accor Employee Benefits:

30% Discount on Accommodation
Vouchers

Andras Hotels Employee Benefits:

Andras Academy – progression opportunities within the Andras Hotels Group
Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food





Holiday Entitlement
Work for globally renowned Hotel Brands
Continuous Job Vacancies throughout the Group
Uniform
Staff meals while on duty

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job

