

Guest Service Agent

Location: Holiday Inn Express, 106A University Street, Belfast, BT7 1HP

Department: Reception/Restaurant

Reports to: Guest Service Managers, Assistant Manager, General Manager

Hours of Work: 40 hours per week

Rate of Pay: £8.53 per hour

Job Overview

As a Guest Service Agent, you have the joint responsibilities of working within the Hotel Reception and Restaurant Areas. The reputation of the hotel rests to a large extent on the ability of you to satisfy its customers. You are expected to be well presented and to treat the customers in a friendly and professional manner

Main Duties and Responsibilities

When Working at the Front Desk

- Greeting all guests and establishing how to be of assistance
- Checking guests in and out
- Pre-registering Priority Club Guests and providing a Priority check in
- Offering Priority Club membership to all non-member guests
- Taking reservations through a manual reservation form and entering these into the Brilliant reservation system
- Preparing registration cards and back up for the next day's arrivals
- Checking all reservations made via Holidex are in Brilliant (central reservations system and in-house computer system respectively)
- Using a personal cash float and maintaining float at correct amount.
- Check and answer e- mails.
- Monitoring Guest Ledger balances and alerting guests if method of payment is not valid
- Taking cash, cheque or debit card payment on arrival along with a photocopy of guest's photographic ID or a cash deposit
- For cash payers block off extra service in Brilliant, ie pay TV, telephone, restaurant
- Operating the Phillip Supervisor switch board and directing calls to the correct person, taking messages where required and ensuring these reach the intended recipient
- Providing business services to guests such as sending faxes and photocopying
- Complete the cash up at the end of the shift



When serving in the Restaurant or Bar

- Using a personal cash float for all cash transactions, maintaining this float at the correct amount
- Following set cash up procedures as defined by in house accounts department
- Serving food and drinks to guests (in bar, restaurant & conference rooms)
- Ensuring all utensils used are always clean and free from chips and cracks.
- To have a knowledge of all food and beverages available.
- Clearing and resetting restaurant
- Clearing and refreshing conference rooms
- Setting up breakfast buffet to Holiday Inn Express standard
- Taking part in shift briefing sessions
- Responsible for:
- Following cash up procedures as detailed in training
- Maintaining individual float at correct amount

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 including proven experience of hotel computerised front office systems
- Customer Service skills
- Excellent communication, organisational and listening skills
- Ability to work in a fast paced environment requiring flexible working and a genuine willingness to help guests and colleagues

Desirable:

- Experience within the hospitality industry

IHG Employee Benefits

Staff Rates Worldwide
Staff Room Rates start at £25 B&B
IHG Reward Club Incentive Scheme
50% Discount on Food & Drink

Andras House Employee Benefits

Andras Academy – progression opportunities within the Andras Hotels Group
Andras Hotels Staff Benefit Scheme – discounts on shopping, travel, food
Holidays pro rota
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.