Guest Service Agent

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

**Department:** Front Office / Food & Beverage

**Hours of Work:** 24 hours per week

**Rate of Pay:** £8.53 per hour

**About Us…**

We are always looking for talented and enthusiastic team members at all levels to join our company

We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company

Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We’re the city’s largest hotel group. We are proud to be at the forefront of hospitality in Northern Ireland and our growth is based on a simple idea – that a hotel should be a home away from home

**About the Role…**

Our Guest Service Agents are responsible for running the Front Desk whilst on shift with the support of Supervisors and to ensure a consistent, passionate and effortless experience for all our guests by seamlessly co-ordinating with all Front Office departments throughout the guest journey

Our Guest Service Agents may also work within Food & Beverage, providing and efficient and courteous service to our guests

**About You…**

You’ll have ambition, talent and some key skills. You will deliver exceptional service to our hotel guests and demonstrate effective communication, strong attention to detail and ability to carry out instructions

At Holiday Inn Express, we look for people who are welcoming and can focus on the things that really matter to our guests – and get them right every time

**Why work for us…**

**Andras Hotels Employee Benefits:**

Induction and Training Programme

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Pension Scheme

Holiday Entitlement

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

**IHG Employee Benefits:**

IHG Brand Training

IHG Staff Rates Worldwide

IHG Family and Friends Rate

IHG Reward Club Incentive Scheme

50% Discount on Food & Drink

**Duties and Responsibilities**

**Food & Beverage:**

* Responsible for the cleanliness of all equipment used to serve our guests
* Ensure that mis-en-place is correctly carried out
* Serve food and beverage to the standards set by the hotel pleasantly and with a smile
* Follow the food and beverage sequence of service set by the hotel at all times
* Demonstrate service attributes in accordance with industry expectations and company standards including attentiveness, anticipation, accuracy and maintaining high levels of knowledge about the products and services offered in the hotel
* Participate in any training sessions, briefings and meetings as and when requested

**Front Office:**

* Welcome guests in a friendly, prompt and professional manner recognising IHG Reward Club Members and returning guests
* Check guests in, issue room keys, provide information on hotel services and room location
* Answer telephones in a prompt and courteous manner
* Up-sell rooms where possible to maximise hotel revenue
* Answer, record and process all guest calls, messages, requests, questions or concerns
* Check guests out, including resolving any late or disputed charges
* Accurately process all cash and credit card transactions using established procedures
* Communicate any outstanding guest requests or issues to management that may require additional monitoring or follow-up
* Take action to solve guest problems/complaints using appropriate service recovery guidelines
* Follow established hotel safety protocols and procedures. Immediately report any health and safety incident, security breaches, concerns or suspicious behaviour to the supervisor or manager on duty
* May routinely book guest reservations for individuals and/or groups that are requested either by telephone or from within the hotel; process cancellations, revisions, and information updates on change
* Work as part of a team and communicate with other departments as per hotel procedures to ensure excellent quality and service

**Accountability**

Works within Front Office and Food & Beverage

Hours of work will include mornings, evenings, 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
* 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

**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**