Reception Guest Service Agent

**Location:** Hampton by Hilton, 15 Hope Street, Belfast, BT12 5EE

**Department:** Reception; Restaurant; Bar

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

**Rate of Pay:** £8.50 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…**

To be a passionate host and highly collaborative member of the guest service team who maximises customer spend whilst delivering exceptional customer experiences both in Front Office and Food & Beverage

**About You…**

You will be an approachable person, being vibrant, confident and professional in personality. You will have superior communication skills, the ability to perform well as part of a team, and also be able to work on your own initiative

**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

**Hampton by Hilton Employee Benefits:**

Team Member Hilton Honors

**Main Duties and Responsibilities**

* Handle front office operation (check-in/out, reservations, calls, cash or credit card transactions)
* Handle Food and Beverage operations (preparing and service food and beverages)
* Ensure the General Manager, F&B Team Leader and Front Office Manager are kept fully aware of relevant guest feedback
* Process guest reservations in OnQ
* Answer and respond to all calls on hotel phone/switchboard
* Ensure full handover between shifts
* Cover the night audit procedure as requested
* Be fully aware of the correct procedures regarding the acceptance of closing cash shifts and dockets
* Deal with all cash and credit card transactions
* Conduct hotel security checks
* Comply with HACCP standards
* Keep staff / work areas tidy, safe and report any hazard, accident, loss or damage to management and observe all requirements under health and safety legislation
* Respond to guest enquiries and resolve and negotiate solutions for guest satisfaction
* Have current knowledge of hotel products, services, as well as knowledge of the local area

**Key Performance Behavioural Indicators**

* Identifying customer service problems or issues before they arise
* Displaying a positive, friendly and informal manner with customers
* Showing a sense of urgency on behalf of customers and action requests quickly
* Undertaking work in a well-organised and systematic way
* Working effectively with colleagues and other departments
* Striving for excellence by paying attention to important detail
* Ensuring promises are kept by following through on customer requests

**Accountability**

Works within Front Office, Restaurant and Bar Area

Hours of work will involve mornings, evenings and weekends

**Qualifications and requirements**

**Essential:**

* Experience within a Reception Guest Service Agent role
* 5 GCSEs at Grade C and above to include English and 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

**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**