Guest Service Agent

**Location:** Ibis Queen’s Quarter, 75 University Street, Belfast, BT7 1HL

**Department:** Front Office / Restaurant / Bar

**Hours of Work:** 32 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…**

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

**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

**Accor Employee Benefits:**

30% Discount on Accommodation

Vouchers

**Duties and Responsibilities**

* Welcome guests as soon as they arrive with great care and attention
* Help encourage customer loyalty by building friendly, personalised relationships
* 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
* 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
* 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
* Promotes the range of services offered by the Hotel to increase sales - upselling
* Promotes the Brand and/or Group loyalty programme, adapting the sales pitch to suit the guests’ needs
* Respects the procedures concerning invoicing and cash operations
* Manages the cash under his/her responsibility
* 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 / Food & Beverage Bar Areas. 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

**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**