Guest Service Agent

**Location:** Ibis Belfast City Centre, 100 Castle Street, Belfast, BT1 1HP

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

**Reports to:** General Manager / Front Office Manager / F&B Team Leader

**Hours of Work:** As rostered to meet the needs of the business

**Rate of Pay:** £8.53 per hour

**Job** Overview

**What we want you to have**-

* Great communication skills so you can chat to our guests
* Flexiblility – to enjoy working different shift patterns and seeing the operation on different days of the week including the weekends as well as mornings, or evenings
* The ability to recognise what our customers want and need and be able to provide it.
* Good people skills – to work well in a  team- we want work to be fun for all of our employees
* Have a genuine interest in providing hospitality to our guests
* To be able to work well under pressure at times and multi task in a fast paced environment
* Ensure prompt resolution of customer issues

**The job -**

* To carry out reception duties as well as food & drink duties and give excellent customer service.
* To have a visible presence within the hotel to ensure that all customer requests and queries are responded to promptly and effectively
* To keep all areas clean and tidy at all times
* To deal with guest complaints in a friendly and efficient manner, ensuring guest satisfaction at all times.
* To participate in training and want to be the best you can be in your role- there is a huge amount of training available to you if you want to build a career.

**Qualifications** and requirements

**Essential:**

* Experience within a Customer Service 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

Bonus Break Vouchers

**Andras Hotels Employee Benefits:**

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food

Holidays pro rata

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