

Guest Service Agent

Location: Hampton by Hilton, 15 Hope Street, Belfast BT125EE

Department: Front Office / Food & Beverage

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 and we are proud to be at the forefront of hospitality in Northern Ireland.

About the Role...

This is a crucial role within a dynamic and fast paced environment. Within this customer facing role you will be a key player in enhancing the guests experience and driving brand loyalty. This is a hands on role managing the guests expectations from check in to check out and playing a crucial part in the day-to-day running of food operations. You may at times assist other departments to ensure an excellent service is provided to our guests.

About You...

You will be an approachable person, being vibrant, confident and professional in personality. You will have excellent communication skills, the ability to perform well as part of a team and be able to work on your own initiative. You will have strong attention to detail and be able to carry out instructions.

Why Work for Us...

Andras Hotels Employee Benefits:

- Health Care Cash Plan
- Andras Hotels Staff Discount Scheme – travel, food, shopping
- Recruit a Friend Scheme
- Employee of the Month Award
- Payroll Giving in Action
- Staff meals while on duty
- Uniform
- Discounted rate at Crowne Plaza Gym
- Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group
- Work for globally renowned Hotel Brands
- Reward Club Incentive Scheme
- Discounted Hotel Rates
- Hotel Incentive scheme

Main Duties and Responsibilities...

Front Office

- Achieve individual and departmental objectives
- Register guest reservations via email, phone and face to face and welcome guests warmly and professionally, taking care of them from their arrival through to departure
- Recognising Loyalty Club Members and returning guest.
- Check in/check out guests according to procedure, issue room keys, provide information on hotel services and room location.
- Answer the telephone in a prompt and courteous manner.
- Up- sell rooms and additional services to maximise hotel revenue
- Ensure prompt resolution of customer issues, requests and enquires
- Communicate any outstanding guest requests or issues to management that may require additional monitoring or follow up
- Accurately process cash and credit card transactions using established procedures
- Be full conversant and comply with the Health and Safety procedures of the hotel.
- Immediately report any Health and Safety incidents, security breaches, concerns or suspicious behaviour to the supervisor or manager on duty
- Work as part of a team and communicate with other departments as per hotel procedures to ensure excellent quality and service
- Implements Brand Projects and identifies features such as the hotel loyalty scheme, bringing the Brand concept to life on a day-to-day basis
- Good local knowledge enabling you to provide information to guests of local tours, attractions etc.

Food and Beverage

- Achieve individual and departmental objectives
- Serve food and beverages to the standards set out by the hotel at all times.
- Follow the food and beverage sequence of service set out by the hotel at all times.
- Prepare food to the highest standards of cleanliness, safety and compliance with hygiene regulations at all times.
- Responsible for the cleanliness of all equipment used to serve guests
- 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 by the hotel.
- Participate in any training sessions, briefings and meetings as and when requested.
- Adopt the hotel brand behaviours

Behaviours...

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable



Accountability...

Works within a Front Office and/or Food and Beverage setting
Hours of work will include mornings, evenings, weekends and bank holidays.

Qualifications and Requirements...

Essential:

- Experience within a customer service role
- Basic level of IT proficiency
- 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

