

RECRUITMENT PACK

GUEST SERVICE AGENT



AN **IHG**® HOTEL
BELFAST CITY

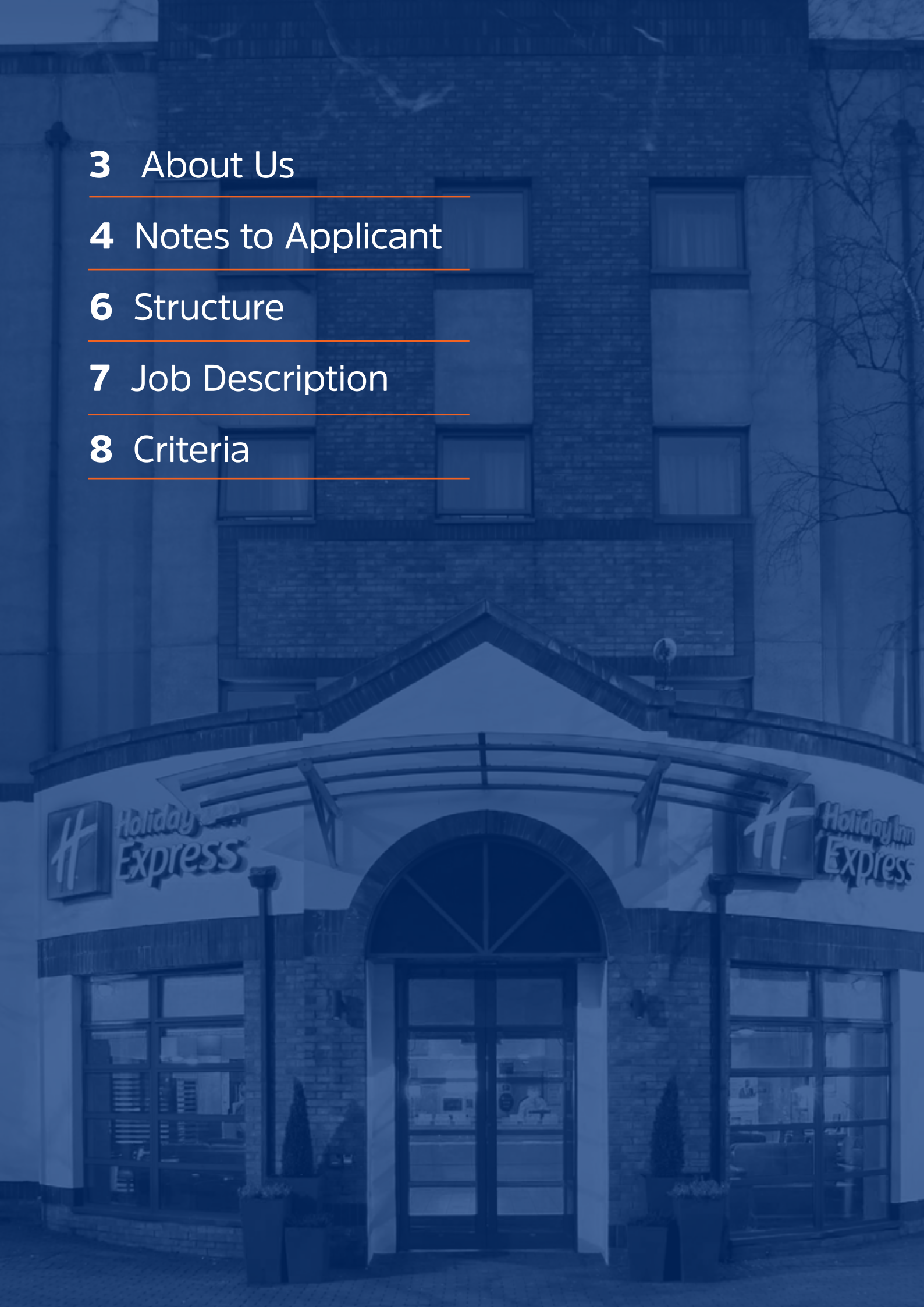
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About Us

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.



Notes to Applicants

Job Title: Guest Service Agent

Location: Belfast, 106 University Street

To download an application pack and apply please visit:
<https://www.andrashouse.co.uk/careers.html>

- Completed and signed application forms can be returned in hard copy or send to Michelle Trotter michelle.trotter@andrashouse.co.uk,
- Please do not alter the formatting of the application form.
- Alternatively you can send your CV to the above email address.
- You will be contacted by the Head of Department in due course to arrange a suitable interview date & time.
- Applications & CVs should be returned by the closing date.



Selection Process

- You should ensure that you provide evidence of your experience on your application form, giving length of experience, examples and dates as required.
- Holiday Inn Express will not make assumptions from the title of the applicant's post as to the skills and experience gained.
- A shortlist of candidates for interview will be selected on the basis of the information contained in the application.
- Candidates should demonstrate how and to what extent they satisfy each of the criteria outlined.
- Only those candidates who, from the information supplied on the application form, most closely match the selection criteria for the post will be shortlisted.
- Shortlisted candidates will be invited to an interview scheduled to take place on the date specified or as soon as possible.
- Holiday Inn Express will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date but it is under no obligation to do so.
- Reasonable adjustments will be made to enable you to attend an interview if required.
- The panel's decision at every stage of the selection process is final.
- Canvassing will result in disqualification from the process of selection.

Feedback

- Due to the high volume of applications anticipated, Holiday Inn Express is unable to provide individual feedback on why applications have been unsuccessful at shortlist stage.
- Following interview stage feedback can be provided, by request, once the recruitment process is complete.

Pre-Employment Checks

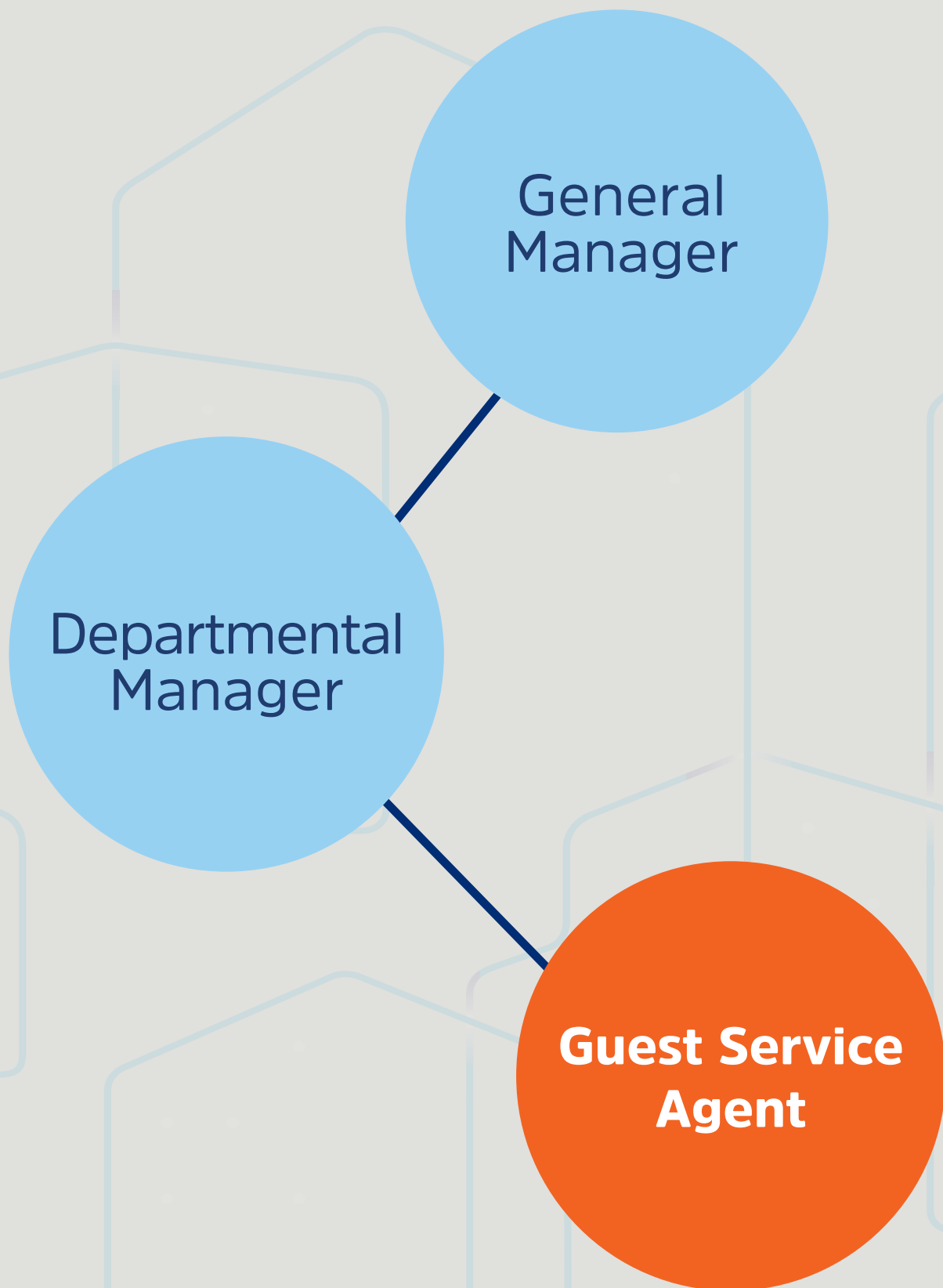
Prior to taking up duty the person recommended for appointment must:

- Enter into an agreement which sets out the main terms and conditions of employment.
- Provide evidence of the right to work and reside in the UK via a passport and proof of a national insurance number (for example national insurance card, P45 or payslip).
- Produce official evidence of your qualifications as required.

Job Applicant Privacy Notice

- Andras House is the Data Controller under the General Data Protection Regulations (GDPR) for the personal data it processes relating to job applicants.
- Processing data from job applicants allows us to manage the recruitment process, assess and confirm an applicant's suitability for employment and decide to whom to offer a job.
- In some cases, Andras House will also need to process your data to ensure it is complying with its legal obligations. For example, to monitor applicants' sensitive personal data to check qualifications and to check applicants' eligibility to work in the UK before employment starts.
- All data relating to job applicants is held for no longer than is required by statute.

Structure



Job Description

Job Title: Guest Service Agent

Reporting To: Departmental Manager

Location: Belfast, 106 University Street

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.

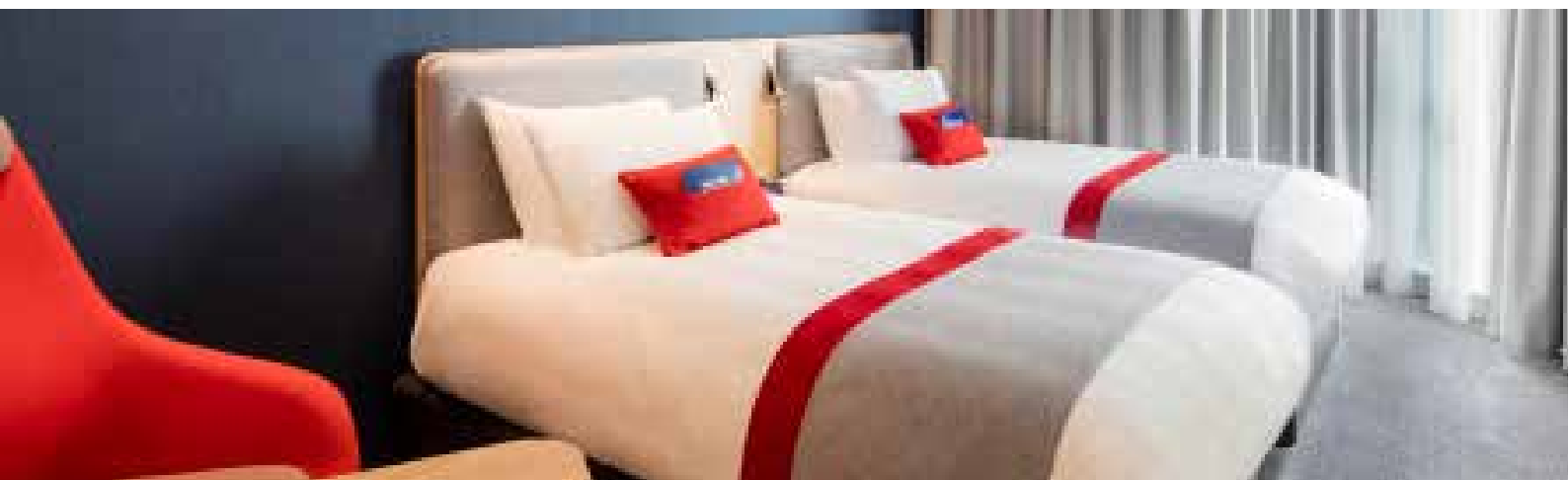
About You

You will be an approachable person, confident and professional in personality, possess a welcoming, friendly and outgoing manner and the ability to develop and manage your team. You will have strong attention to detail and be able to carry out instructions.

Why Work for Us?

Andras Hotels Employee Benefits

- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Bodyscape based at Crowne Plaza
- 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, including our 24/7 menu options to the highest standards
- Comply to the highest standards of cleanliness, safety and hygiene regulations at all times.
- Clear and refresh lobby and restaurant tables (and conference room if relevant)
- Upsell food and drink items including any daily specials

- 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

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

Accountabilities

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

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.

WE

KNOW

WHAT

MATTERS

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AN IHG® HOTEL
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