

Guest Service Agent

Location: Holiday Inn Express, 106A University Street, Belfast, BT7 1HP

Department: Front Office / Restaurant / Bar

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 via email, phone and face to face and welcome guests 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 the hotel loyalty scheme, 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 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

- Welcome guests in a friendly, prompt and professional manner 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
- Good local knowledge enabling you to provide information to guests of local tours, attractions etc.

Food and Beverage

- 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.
- Ensure that adequate preparation is carried out
- Be 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.

Key Performance and Behavioural Indicators Accountability...

- 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 actions 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
- Ability to work independently

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