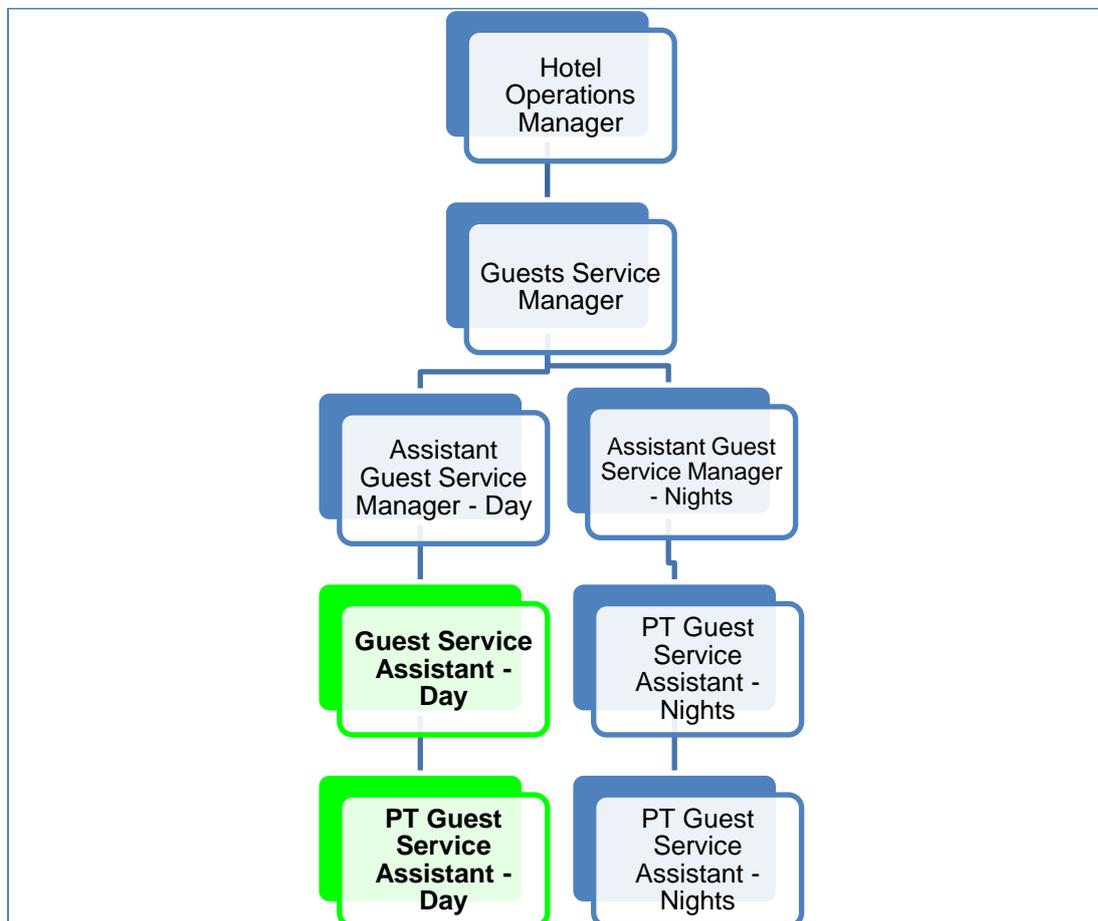




Job Description –Guest Service Assistant - Day

POSITION: Guest Service Assistant - Day
HOTEL: Fanhams Hall Hotel
DEPARTMENT: Guest Service
REPORTS TO: Guest Service Manager / Assistant Guest Service Manager
DOTTED LINE REPORT: N/A

ORGANISATION CHART



Goal

The Guest Services Assistant is responsible for providing a friendly, welcoming and efficient service to all guests, in line with the Company vision and values. The main purposes of the hotel guest services staff are to respond courteously to guests' requests, play a part in the general running of the reception desk, create a positive first impression and departure experience. You will be the key contact throughout their stay, and continuously ensure to meet and exceed guests' needs and expectations.

Main responsibilities against our five non-negotiable

Creating Happiness in Amazing Places

- Be responsible for the provision of a seamless guest experience
- Ensure every guest receives a personal and warm greeting
- Check VIP arrivals and prepare welcome cards and relevant amenities handing over to housekeeping to deliver
- Offer assistance with luggage to all guests
- Ensure a high level of engagement with guests throughout their stay to make them feel at home and create a warm experience
- Assist the Guest Service Manager in providing appropriate welcome cards to the guests to ensure special occasions are recognized and communicated with wider hotel
- Deal with guest requests to ensure a comfortable and pleasant stay
- Have the ability to effectively interact with guests and follow up on any feedback
- To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible
- To be responsible for accurate and efficient accounts and guest billing processes
- To administer the general petty cash system and float in an accurate manner
- Ensure guest profiling information is captured in the correct way and entered on the hotel PMS system. Use this information to enhance the guest's experience and communicate to relevant departments
- Ensure the front of house areas are well maintained and tidy, and that the display cabinets are stocked and well presented at all times
- To undertake general office duties, including correspondence, emails, filing and switchboard to ensure the smooth running of the reception area
- To process any out of hours reservations and ensure these bookings are made and recorded accurately
- To keep up to date with room prices and special offers to provide accurate information to guests
- To report any maintenance, breakage or cleanliness problems to the relevant manager
- To undertake all training as required (e.g. first aid, health and safety, customer service.)
- To adhere to all fire safety test procedures and to assist in the evacuation process in the event of fire
- Carry out any reasonable request by management in excess of this list of duties
- Where possible lobby host at peak times, welcoming guests, showing / directing them to the right areas / outlets
- Display a professional image of Exclusive Collection by delivering the company values and demonstrating the courtesy standards and non negotiables at all times
- Keeps immediate supervisors promptly and fully informed of all problems or unusual matters of significance
- To attend all training courses as and when required.

- Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position
- As the hotel's level of business varies considerably, there is a need for flexibility in attitude, approach and working hours.
- The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.

Exclusive People

- Develop a good working relationship with all departments of the hotel to enable effective communication and team work
- Strong, hands-on approach to team work
- Be impeccably groomed and have high standards of customer service

Improve Profit and Increase Revenue

- Protect revenue by dealing with issues quickly and efficiently, resulting in minimal cost to the business
- Maximise profit on refurbished rooms by selling at Rack Rate and avoiding complimentary upgrades
- Be confident and proactive in up-selling bedroom categories, F&B outlets

Strong Brand

- Be present on the Front Desk at all times
- Have good knowledge of other properties and propositions in the Exclusive Collection
- Be confident in the history of Fanhams

Skills & Experience Required

- Passion for delivering excellent customer service
- Confident, warm and bubbly personality
- Ability to work under pressure and multi-task
- Immaculate presentation and grooming
- A friendly and welcoming approach
- Ability to work unsupervised
- Excellent interpersonal skills, including a pleasant telephone manner
- Good administrative skills and the ability to use email and booking systems
- Good team working skills
- Natural desire to serve and exceed expectations of guests and colleagues
- Effective communicator
- Flexibility in attitude, approach and working hours (to include weekends and evenings)

Health and Safety

1. To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place.
2. The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.
3. To report any defects in the building, plant or equipment according to hotel procedure.
4. To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.
5. To complete Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.
6. To be fully conversant with:
 - Crisis Manual
 - The Resort Fire and Bomb Procedures
 - The Report Health and Safety Policy Procedures
 - Departmental Food Hygiene Regulations
 - C.O.S.H.H. Regulations
 - Employee Handbook

NOTE: This document reflects the job at time of writing and will be subject to periodic change in light of changing regulatory, operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I have read and fully understand and accept all elements listed in this job description and understand that a signed copy will be kept on file in Human Resources.

Employee Name (print)

Date

Employee Name (Signature)