

Guest Services Agent

Job Overview

Responsible for the accurate, courteous and efficient check in/check out of hotel guests. Processes all payments according to established hotel requirements. Provides information to any guest or visitor inquiry. Responsible for inputting accurate reservations, answering all call at the front desk and alerting hotel staff of VIP arrivals. The guest service agent is also responsible for loading all guest preferences.

Minimum requirements

- Leaving certificate or equivalent.
- Previous experience as a Front Office Receptionist.
- Excellent knowledge of computers including knowledge of Microsoft Office.
- Previous customer service experience.
- Possess a good command of the English language and the ability to clearly and pleasantly communicate with guests, both in person and by telephone.
- Ability to provide legible communication.
- Ability to compute basic mathematical calculations.
- Ability to handle money in a responsible manner
- Prior knowledge of telephone system.
- Must have the ability to remain calm under pressure.
- Must display impeccable grooming standards.

Preferred requirements

- Fluency in a second language, preferably French, German, Spanish.
- Experience in the use of Hotsoft Front Office system.

Must be available to work 5 shifts per week Monday to Sunday.

Rate of pay: €10.97 per hour Monday to Saturday and €12.73 per hour Sunday.