



Job Description

Position: Guest Reception Agent (GRA)

Department: Rooms Division

Reports to: Guest Reception Supervisor

Purpose

As GRA, your core responsibility is to provide exceptional guest service.

Duties and Responsibilities

- Greet all guests in a friendly, helpful manner
- Daily co-ordination with housekeeping / Bellman
- Check arrivals for arrival times ,spa, dining reservations , Credit card
- Organize and ensure amenities are dealt with on a daily basis
- Provide all guests with courteous, professional service during check-in, check-out, telephone inquiries, and all other contact with the guest.
- Provide all guests with a sense of security by following the hotel security policies.
- Able to listen and empathize with any guest who may come to voice a complaint and resolve the complaint, either on your own or, when warranted, by calling in the Manager.
- Be familiar with all facilities and services within the Hotel and offer general information to guests.
- Process reservations received by email for guests inquiring in absence of a Reservation Agent.
- Answer the switchboard and direct calls in a proficient, courteous manner.
- Maximize sales and revenue for the Hotel.
- Ability to up sell Spa / outlets / Marina / Activities/ Rooms
- Keep the front desk and back office clean and free of clutter and garbage.
- Other duties as requested

Specific Job Knowledge, Skills and Abilities

- Strong customer service background
- Ability to maintain professionalism under pressure
- Basic computer knowledge
- Minimum High School Diploma
- Preference given to those with direct Hotel Front Desk experience
- Preference given to candidates with Post Secondary education in the Hospitality field
- Previous experience on a RDP computer system (asset)
- Knowledge of resort and surrounding area
- Positive attitude and willingness to learn in a team environment.