

## Position Overview

**Job title:** Hotel Guest Services Team Member

**Employment type:** Casual Part time / Part Time Permanent (depending on location)

**Location:** Coogee / Potts Point / Sydney Airport / Sydney CBD

**Remuneration:** TBC

**About the job:** The Front Desk is often the first point of contact and the first impression for guests. You'll deliver exceptional customer service ensuring guests have a great experience and stay. The Guest Services team are front and centre of the hotel and as a result, ensure that the first impression of the hotel is a positive, and lasting one.

**Main job duties and responsibilities:** As a Guest Service Agent you'll be responsible for all Front Office activities such as reception, reservations, telephone services, checking guests in/out, rooming of all guests, cashiering and auditing.

### **Essential skills and experience needed:**

- Minimum 6 months experience in a Guest Services/Administration/Reception related position
- Qualifications in Hotel Management and/or in Business Administration related field preferred
- Flexibility – night, weekend and holiday shifts are all part of the job
- Excellent communication skills, bilingual or multilingual language skills are advantageous
- Valid NSW RSA Competency card and Drivers Licence are required
- A passionate team player, ability to work in a fast-paced environment and prioritise workloads

### **Desirable skills and experience:**

- Previous hotel experience is desirable but not critical
- Experience in a face to face customer service role in hospitality or retail

**How to apply:** email your resume and cover letter outlining your suitability for the role to Phat Ngo at [pngo@scia.org.au](mailto:pngo@scia.org.au). For a confidential informal conversation about the role feel free to email Phat to arrange a chat.

**Deadline for applications:** End of March, 2022