

<b>Job Title:</b>	Receptionist / Guest Service Agent
<b>Reporting to:</b>	Front Office Manager
<b>Department:</b>	Front Office
<b>Hours:</b>	Shifts and times according to the roster, extra hours as required.
<b>Location:</b>	Beachfront Hotel Hokitika 111 Revell Street 7810 Hokitika
<b>Position Summary:</b>	To assist the Front Office Manager in the smooth operation of the reception desk and other hotel departments. To assist guests through the efficient and friendly provision of reception, cash handling, clerical services to guests, and other duties as directed by the Front Office Manager or General Manager.

<b>Role and Responsibilities</b>	
<ol style="list-style-type: none"> <li>1. To see the comfort and satisfaction of guests, through the provision of friendly, efficient service, and by treating all guests with courtesy and respect.</li> <li>2. To have an excellent working knowledge of all aspects of the check-in and check-out procedures, whether for FITs or groups.</li> <li>3. To have an excellent working knowledge of cashiering procedures, including processing payments for accommodation and hotel services so that transactions in EFTPOS machines and HMS balance at the end of each shift.</li> <li>4. To be responsible for operating a cashier float on each shift. This includes counting the float at the beginning and end of each shift to balance to the correct float amount, processing cash banking correctly at the end of each shift, and always ensuring the security of the float</li> <li>5. To have an excellent working knowledge of reception procedures, including Foreign Exchange, proper updating and filing of guest registration cards and group information, disrupted group procedures, processing all relevant charges</li> <li>6. To manage any issues or questions in a professional and efficient manner to the satisfaction of the guest (both internal and external). Any serious issues or complaints directly referred to the Front Office Manager.</li> <li>7. To have excellent working knowledge and understanding of the Property Management System (PMS) also known as the hotel computer system. PMS - Room Master, Channel Manager - SiteMinder.</li> <li>8. To have a good understanding of the reservations process and be able to make a reservation at the desk and over the phone. To have an excellent working knowledge of the reservations filing system to find backup information for bookings.</li> <li>9. To have an excellent working knowledge of the hotel telephone system (PABX). To answer telephone calls and transfer calls to the appropriate department. To take telephone reservations as required.</li> <li>10. To be proficient at taking, loading, and checking wake-up calls in the PABX system.</li> <li>11. To be familiar with and follow hotel fire procedures as it relates to guest and staff safety.</li> <li>12. To liaise and cooperate with fellow employees from all departments to ensure the smooth running of daily hotel operations.</li> <li>13. To possess sufficient knowledge of both hotel and local facilities and attractions for guest inquiries.</li> <li>14. To have a positive working relationship with the Front Office Manager to produce an efficient and effective running department.</li> </ol>	

15. To complete checklists on every shift so that all duties are completed correctly and in a timely manner. The checklist is to be handed to Front Office Manager
16. To always maintain a high standard of presentation.
17. To assist in the training of inexperienced staff as required.
18. To ensure guest security and privacy is maintained to the highest degree.
19. To maintain adequate stocks of shop items.
20. Any other tasks or duties as directed by management from time to time.
21. To be aware of and follow hotel procedures as laid out in the house rules.
22. To report and document any maintenance issues relating to Front Office to the Maintenance Manager for repair.
23. To report any potential Health and Safety Hazards to the Front Office Manager or General Manager.