

## JOB DESCRIPTION

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| JOB TITLE:    | Guest Experience Agent  |
| REPORTING TO: | Front of House Manager  |
| WHAT WE DO:   | At the Athenaeum Hotel, it is our purpose to (re)create a magical have in a frenetic world. Our values are Creative, Ambitious, Respectful, and Ethical. Every employee across the business helped to create our values, and they are at the heart of everything we do.   |
| JOB PURPOSE:  | As a Guest Experience Agent you are flexible to work on Reception as well as in the heart of the house to ensure that every step in the guest journey is well managed and we are exceeding guest expectations. This position is responsible for proactive management of all hotel communications, administrative duties and provision of outstanding guest service. |

## ACCOUNTABILITIES

1. Welcome guests and check them in and out in accordance with the hotels policies and procedures.
2. Identify VIP and special occasion guest and coordinate with the team to ensure we exceed guest expectations.
3. Answers all incoming calls as per requests in a friendly and courteous manner and provide information about hotel services as necessary.
4. Transfers calls and/or relays messages to guest rooms, team or departments.
5. Logs and manages wake up calls and DND phone requests.
6. Manages and answers e-mail correspondence with guests prior to their stay to anticipate their needs/wants
7. Collates individual guest service requests and turns them into operational tasks.
8. Addresses guests' service needs with seamless and professional delivery in a timely manner.
9. Ensures departure e-mails are sent to guests to ensure a warm farewell and show genuine appreciation.
10. Interacts with guests over the phone and email to obtain feedback on product quality and service levels
11. Handles guests' complaints and concerns professionally, seeking assistance as necessary.
12. Supports other employees to ensure provision of accurate and prompt guest service



13. To be fully aware and adhere to property specific procedures for handling emergency calls (health and safety emergencies, natural disasters, evacuations and bomb threats).

## PERSON SPECIFICATION

### Essential:

- Strong oral and written English communications skills
- Excellent ability to maintain guest and colleague relationships
- Process improvement oriented and creativity in problem resolution
- Superb organisational skills with rigorous commitment to accuracy and detail
- Ability to use standard software applications (including Microsoft Word and Excel) and an ability to learn specific hotel systems

### Desirable:

- Previous experience as Front Office Agent, Guests Relations, or within a customer service role
- Ideally hold a bachelor's degree in hospitality or equivalent in a related field
- Working knowledge of Infor property management software
- Knowledge of other languages in addition to English is an advantage

I confirm I have received and understood this job description.

Name: .....

Signed: .....

Date: .....

The Post holder must be aware of his/her responsibilities with regard to the Company Equal opportunity and Health and Safety at Work Policies.

