

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION

GUEST SERVICES AGENT

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Role Title – How I will be known Guest Services Agent

Key Relationships – Who I will engage with

- I will report directly to the Deputy General Manager.
- I will report indirectly to the General Manager.
- I will be responsible for assisting guests by taking their reservations, as well as for delivering a great Reception service to our guests.
- I will engage with the Reservations/Housekeeping/Porters/Night Porters /Maintenance Teams.
- I will work cohesively with the management team to achieve our shared goals.

Purpose– What I will achieve

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling enriched and engaged and hungry to participate in our ethos.

Outcomes – What success will look like for my role

1. The Reception Team exceeds performance targets.
2. The Rooms Division Team exceeds performance targets.
3. Our guest experience is consistently exceeding their expectations.
4. The financial targets for the Hotel and the Division are achieved.
5. The Fife Arms achieves national and international recognition.

Key Tasks - How I will achieve the outcomes

General

I will take responsibility for the following within Reservations:

1. Assist with the set up of the Reservations standard operating procedures
2. Assist with the development of a room and hotel descriptor resource for use during the reservations process
3. Take reservations by telephone and manage on-line bookings

I will take responsibility for the following within the Reception:

1. Provide a great guest experience from check in to check out.
2. Co-ordinate with Housekeeping, Maintenance and F&B Teams to provide for our guest requirements.
3. Liaise with Reservations and Sales & Marketing in respect of reservations and sales.
4. Liaise with Night Porters to ensure effective handovers.

Pre-Opening

- Contribute to developing our Reservations and Reception Training Programme .
- Contribute to the development and compilation of our Reservations and Reception Operating Standards & Procedures.
- Support the development and implementation of all IT tools.
- Support the development of Reception readiness plan for opening on time.
- Support Reservations Manager and Reception Manager and Heads of Department Team in their activity.

Open for Business

- Conduct all Reservations and Reception activities to ensure excellent guest service.

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- Be personally responsible for application of Health and Safety Hotel Policy.
- Support and contribute to the development of a cohesive Front Office Team.
- Comply with Standard Operating Procedures, Hotel policies and practices, and in general support the General Manager to achieve the Hotel financial target.

SUMMARY OF SKILLS AND ATTRIBUTES - A TO Z - WHAT WE LOOK FOR IN YOU

General - Every Team Member

Communication Skills
Contributing to the Community
Coping Under Pressure
Enthusiastic
Interpersonal Skills
Natural flare for hospitality
Organisation Skills
Ownership and proactivity for learning and development
Personable
Positive Mental Attitude
Problem Solving
Team Player
Willingness to learn

Specific - To the Role

Customer Relations
IT Skills
Leadership
Management Skills
Reception / Reservations
Troubleshooting