



LAGOS CONTINENTAL

JOB DESCRIPTION

Job Title:	Guest Service Agent
Department:	Front Office
Job Band:	7
Reports To:	Front Office Manager

Job Scope

Under the general direction of the Front Office Manager or his / her designate and within the limits of established Hotel's policies and procedures, responsible for all activities relevant to the Guest Service Desk such as the check in / out, rooming of VIP guests, foreign exchange and assisting them with inquiries.

Key Relationships

The key relationships will include Front Desk, Business Centre, Instant Service Centre, Reservations, Food and Beverage, Engineering, Bell Captain, Housekeeping, Airport Desk, Sales, Accounts and liaise with all other key departments.

Key Job Responsibilities

- Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest's name at every opportunity;
- Reviews next day's arrivals for all expected VIP guests;
- Prepares the distribution of VIP guests' amenities, welcome letter, fruit baskets and gifts;
- Maintains intimate knowledge of departmental standards and procedures;
- Performs check in, check out and room change procedures of VIPs according to the laid down procedures and credit policy;
- Ensure all data are entered completely into the hotel systems in accordance with reservation;
- Maintains cashier float and ensures accurate daily report of all money received;
- Cashes hotel guest's personal and travelers checks and assists with currency exchange;
- Escorts VIPs to the allocated rooms;
- Ensure long staying guests and other VIPs receive special recognition;
- Keeps abreast of all modifications to accounting policies and procedures;

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- Responsible and attends to guest's request of using the service of safety box at all times;
- Knowledgeable of all special promotion procedures;
- Attends to guest's complaints, inquiries and requests, referees problems to supervisor/Guest Relations Manager/Assistant Manager if he/she unable to assist;
- Does everything possible to ensure that the guests depart the hotel with a positive impression of hotel service;
- Maintains comprehensive knowledge of standard reservation procedures including correct forms to use, how to read telex, e-mail, messages, and how to interpret availability sources within the reservation systems;
- Takes personal interest and pride to ensure that the Guest Relations desk work area is kept clean and in an orderly state at all times;
- Endeavors to maintain the high standards of the hotel with particular regard to the importance of VIP's;
- Perform any other related duties as assigned.

Self Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:-

- Being attentive to guests.
- Accurately and promptly fulfilling guest requests.
- Understand and anticipate guest needs.
- Maintain a high level of knowledge which will enhance the guest experience.
- Demonstrate a service attitude that exceeds expectations.
- Take appropriate action to resolve guest complaints.
- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers.
- Be able to promote the hotel's product and services
- Maintain a high level of product and service knowledge about hotels in the region.

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Health Safety & Security

- Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety.
- Good Knowledge of emergency and evacuation procedures.
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your Line Manager.

Background, Skills and Experience

- A Bachelor's Degree or its Equivalent.
- Minimum of 3 years' experience in a similar role in a Five Star Hotel.
- Good Communication and Interpersonal Skills
- Ability to work under pressure and without Supervision
- Good Understanding of Point of Sales Systems such as Micros
- Good Knowledge of Hotel Property Management System such as Opera
- Good Customer Relations and Problem Solving Skills