

**Job Advert**

**Guest Services Team Member**

**£17,000**

A Space in the City provide serviced apartments in Cardiff and Swansea. To provide the highest possible quality of guest service and product offering to all guests, an opportunity has arisen for a Guest Services team member to join the Guest Services Team who are responsible for the external operational function of the company's portfolio.

Reporting directly to the Guest Services Manager.

The service operates 7 days a week, with various hours to suit the needs of our guests. As part of the Guest Services team your working pattern will include flexibility, weekends and bank holidays.

The role will include managing the provision of guests including check-in, customer care and apartment inspections.

You will be required to support our Swansea portfolio at times and must hold a clean, full driving licence.

## **Guest Services Team Member**

To provide the highest possible quality of guest service and product offering to all guests ensuring the service received meets and exceeds expectations. Responsible for the day to day external operational function of the company's portfolio.

Managing the provision of guest services including check-in, customer care and apartment inspections will be a critical element to this role. This role requires excellent customer service skills, you will be required to resolve guest problems quickly and efficiently in a manner that preserves goodwill and the overall company objectives. You will be required to effectively prioritize the daily work load liaising with the maintenance and housekeeping teams.

### **Job Duties :**

- Check-in preparation, including arrival packs and key allocation
- Implement actions to continuously improve the guests experience
- The personal check-in of guests. This aspect may require work outside of the normal working pattern on occasion
- Regular communication with the Guest Services Manager to ensure any issues are identified and reported in accordance with company procedure and action is taken immediately to rectify any issues that may impact a guest booking or effect the apartments ability to be let out to guests.
- Support out of hours service when required.
- Ensure apartment inventory items are available at all times
- Conduct routine apartment inspections to ensure the product offering meets the required standard at all times
- To ensure all guest complaints and landlord communication is responded to within the agreed timescale
- To identify cross selling opportunities for the business and ensure the necessary follow-up
- Be responsible for your own continuous personal/professional development
- To maintain relationship with development concierge teams ensuring relevant information is shared with the team and guests
- Ensure all business control systems are adhered to at all times
- Be responsible for allocation of apartment and contractor keys ensuring monthly stock takes take place
- Provide a clear handover during shift changes ensuring any outstanding activity is resolved
- Support organization of ETA calls with reservations team to ensure service delivery maintained

## Human Resources and Health & Safety

- Adhere to company policies and procedures
- Ensure that your personal hygiene and grooming standards are maintained to the highest level at all times remembering that you represent the Company and should be dressed in appropriate corporate work wear
- Adhere to company health and safety policy
- Adhere to fire prevention and evacuation practices
- All duties must be carried out in a safe and efficient manner giving due regards to the health and safety and welfare of yourself, colleagues, guests and any other persons who may be affected by your actions. Any unsafe conditions, equipment or practices must be reported immediately to the appropriate manager.

In addition to the many day-to-day duties, from time to time, on a temporary or permanent basis, you may be required to undertake additional duties as necessary to meet the needs of the business.

This is to confirm that I have received a copy of the job description and understand the requirements and expectations of the role.

Name :

Signature :

Date :

## Person Specification

### Guest Services Team Member

The following attributes represent the range of skills, abilities and experiences etc relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (√).

Attributes	Requirements		Essential	Method of Evaluation/Testing
<b>Qualifications, Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• A relevant qualification in management / supervision / team leading, or prepared to undertake training to achieve it.</li> </ul>			Production of original Qualification Certificates interview
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience of previous role within the industry</li> <li>• Experience of excellent customer service</li> <li>• Experience of working on your own and using initiative.</li> <li>• Knowledge and understanding of working within a team</li> <li>• Knowledge and understanding of good practice in relation to building and developing existing and new clients</li> <li>• Knowledge and understanding of health and safety</li> </ul>		(√)  (√)  (√)  (√)  (√)  (√)	Interview, application form and references and selection process.
<b>Skills &amp; Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to communicate clearly and effectively with clients, colleagues and members of the public.</li> <li>• Good time-keeping and reliability.</li> <li>• Ability to work effectively on own and use initiative.</li> <li>• Ability to lead a team and handle difficult conversations</li> <li>• Ability to motivate a team to achieve goals and expectations</li> <li>• Ability to maintain confidentiality and share information where appropriate.</li> <li>• Appropriate standard of personal hygiene and dress.</li> <li>• Professional attitude and conduct.</li> <li>• You will be expected to have a fully licenced and legal motor vehicle available to carry out your duties.</li> </ul>		(√)  (√)  (√)  (√)  (√)	Interview, references and selection process.