

Positions Vacant Posting Form

Position Title	Guest Service Agent - Front Office
Location	Park Regis North Quay
FT/PT/Casual	Permanent/full time
Summary of Position for Selection Page	<i>Full time front office position at centrally located busy property in Brisbane. Small, friendly team, future advancement a distinct possibility.</i>
Required Starting Date	As soon as possible
Description of Work and Duties	<ol style="list-style-type: none"> 1. <i>Answer the phone and deal with phone enquiries and bookings</i> 2. <i>Prepare reports as required by management</i> 3. <i>Post charges and maintain guest accounts</i> 4. <i>Deal with guest enquiries</i> 5. <i>Check guests in/out</i> 6. <i>Solve problems and handle complaints</i> 7. <i>Act as representative of the hotel and the group</i>
Selection Criteria	<p>Essential</p> <ol style="list-style-type: none"> 1. Hotel front office experience 2. Friendly personality, well spoken and presented 3. Flexible and not easily flustered 4. Good command of English, verbal and written <p>Desirable</p> <ol style="list-style-type: none"> 5. Knowledge of Hirus front office system
Closing Date	15 February 2012
Notes	<ol style="list-style-type: none"> 1. The selection criteria must be addressed in the letter of application 2. Only applicants with the right to work in Australia need apply 3. Only short listed applicants will be contacted