JOB DESCRIPTION – GUEST RELATIONS AGENT

|  |  |
| --- | --- |
| THE TITLE | Guest Relations Agent |
| REPORTS TO | Guest Relations Manager, Front of House Manager |
| THE LOCATION | Stratford, London |
| HOURS OF WORK | 40 hours per week – 5 days rota including night shift, weekends and bank holidays as per departmental rota |

ABOUT MANHATTAN LOFT GARDENS

Manhattan Loft Gardens (MLG) is Europe’s most ambitious 42-storey, double-cantilevered skyscraper featuring 248 Loft apartments, a 145-bedroom hotel, three exclusive sky gardens, a breath-taking lobby bar and brasserie, a 7th level destination restaurant, mezzanine club, 24-hour gym and 4 event rooms.

MLG was created by Harry Handelsman, the pioneering developer who first brought loft living to London over 25 years ago. Then came his epic restoration of St Pancras Hotel, which led to the regeneration of King’s Cross and the invigoration of Marylebone with the go-to party destination; the famous Chiltern Firehouse. He has changed London.

YOUR ROLE

To be a charismatic, professional and efficient first point of contact for all guests of the Stratford Hotel. An ambassador of the company that ensures all guests receive the highest standard of service and co-operation at all times maintaining the smooth running of the Front of House department.

KEY RESPONSIBILITIES

* Greet guests in a professional manner and engage with guests both in the reception areas and in the lobby.
* Ensure that the guest experience from entry to the hotel, through to departure is delivered according to departmental standards operating procedures and the guests’ expectations.
* Attend to all guest enquiries and requests promptly, whilst maintaining a high level of personal service.
* Communicate any special requirements of individual guests to other departments.
* Liaise with the Guest Relations executive or Duty Manager on any guest complaints or enquiries in a timely manner.
* Ensure every guest is provided with rooming procedure according to company standards.
* Liaise with concierge team to ensure luggage and car valet procedures are followed smoothly to deliver a unique guests’ experience.
* Maintain all front of house areas, including cloakrooms and hotel lobby clean, neat and tidy at all times in accordance with company standards.
* Be fully aware of the cash handling and credit procedures and report any discrepancies to the Duty Manager.
* Assist with the training of new Guest Relations staff when required.
* Provide an efficient and professional service at all times and deal with guest enquiries either by telephone, letter or verbally.
* Have a working knowledge of all Front of House related equipment and systems, including Opera.
* Work to a rota set by your head of department, which is in accordance to the demands of the business.
* Understand and be aware of your Departmental Standard Operating Procedures and adhere to these at all times.
* Attend meetings, appraisals, and training as required.
* Adhere to health and safety, fire and bomb threat procedures. Plus report any item which causes concern to staff or clients to the appropriate authority.
* Report any maintenance that is required through the correct channels.
* Ensure that you work in line with the rota and are presented in a clean well-maintained uniform.
* Other ad-hoc duties as required.

YEAR ROUND

* Ability to multi-task, effectively prioritise and execute tasks in a high-pressure environment and timely manner.
* To be an ambassador of “The Stratford” ethos based on delivering personalised service to guests as well as maintaining positive relations within your colleagues.
* To be fully conversant with hotel standards of operation and department procedures, including but not limited to bedroom offerings and F&B outlets.
* To be confident with the use of hotel systems including Opera PMS and KeyPR.
* Monitor, identify and nurture formal/informal training needs within the department and to attend cross training sessions within the Front of House team to learn about other opportunities and develop knowledge of other areas within the hotel.

GUEST SATISFACTION

* Champion Guest name usage and lead by example.
* Ensure that all guests are completely satisfied, that they are new loyalists and leave believing that they have received value for money and an experience that exceeds their expectations.
* Create a guest responsive culture where exceptional customer service prevails.
* Champion guest engagement levels.
* Familiarise yourself with the guest’s needs and requirements in order to ensure an efficient and friendly service.

EXPERIENCE

* College Degree in Business, Hospitality, or Related field preferred but not mandatory
* Previous experience in the hospitality industry, preferably in an upscale luxury or lifestyle brand hotel
* Knowledge of Opera PMS system preferred but not mandatory.
* Possess a gracious, friendly and fun demeanour
* Strong written and verbal communication skills in English
* Ability to work independently and to partner with others to promote an environment of teamwork

NOTES

This document reflects the job content at time of writing and will be subject to periodic evaluation and refinement with respect to changing operational and environmental requirements. Such changes will be discussed with the jobholder and the job description amended accordingly.

A signed copy of this job description should be returned with a copy of your employment contract to Human Resources to confirm that you have read and fully understand all the contents.

Employee’s Name

Employee’s Signature

Date