

## **Job description**

**Job title:** Guest Service Assistant

**Purpose of job:** To ensure that guests receive the highest standard of service and hospitality in reception, food & beverage and housekeeping department in line with statutory and company requirements.

**Responsible to:** General Manager and Assistant General Manager

### **Main duties & responsibilities:**

- ! To operate the hotel reception (24hr) to the agreed hotel standards.
- ! To ensure that the bedrooms are set up and ready for check in as per the agreed and advertised times, as well as ensuring the set up of the meeting rooms and food & beverage outlets where applicable by liaising with the HK and f&b teams
- ! To maintain the reception, food and beverage outlets, public areas, stores, back office and staff areas in a clean and tidy condition.
- ! Responsible for maintaining a comfortable atmosphere in the public areas by controlling and monitoring heating, lighting, music/tv.
- ! Deal with any guest queries/complaints in a polite and friendly manner ensuring guest satisfaction.
- ! All complaints, comments, special requests and other business are to be recorded in the daily handover log.
- ! To ensure that handover procedures are followed by reading/writing the handover log daily and ensuring appropriate actions are taken to resolve any outstanding issues
- ! To ensure that all guest lost properties are correctly reported/logged.
- ! To ensure all hotel bedrooms, public areas and store rooms are cleaned within the agreed time guidelines.
- ! To ensure and daily maintenance checks are carried out in all bedrooms and public areas, relaying any issues to persons responsible.
- ! To ensure clear communications with other departments to ensure minimal impact on guest service.
- ! To operate the bar and restaurant to the agreed hotel standards.
- ! To ensure that all monies are kept in a safe and secure area adopting the hotels cash handling procedures.
- ! To balance all financials at the end of your shift.
- ! To be proactive in generating sales and referring sales leads as well as upselling products and services where possible.

- ! Continuously seek to endeavor to improve the hotel's efficient operation, and knowledge of own job function.
- ! To attend daily training meetings and departmental meetings as requested.
- ! To attend seminars / training courses as required.
- ! To carry out any other ad hoc duties as directed by all management.
- ! To provide an efficient and friendly service to guests at all times.
- ! To portray a positive and can do attitude at all times to both customers and colleagues alike.
- ! Accept flexible work schedule necessary for uninterrupted service to hotel guests.
- ! To encompass the values of Sleeperz Hotels in all dealings with guests and colleagues.
- ! To wear presentable full uniform and name badge when on duty
- ! To ensure a high standard of personal hygiene and grooming.
- ! To be on-time for all shifts and to ensure that you sign in and out for every shift worked. Ensuring 30 minute break where applicable is taken and recorded.
- ! To have a full understanding of the hotels' fire procedures to ensure safety of all staff and guests at all times.
- ! To comply with the company policies regarding the following:
  - o Fire
  - o Health & Safety
  - o Food Hygiene
  - o Security

This Job Description is subject to change and the list of duties is not exhaustive, however if it is necessary to make significant changes you will be notified in advance and they will be discussed with you.

I have read (or had explained to me) this job description in the presence of my supervisor/direct manager. I understand its meaning and accept that adherence to it is vitally important.

Signature:  
(Employee)

Signature:  
(General Manager)

Name:

Name:

Date:

Date: