

ILT

For Our Community

Guest Service Agent

WHY WE ARE HERE

We are a high-performing community owned organisation with a clear purpose – to create and contribute to a vibrant Invercargill. People are at the heart of everything we do. Our team act with integrity, strive to excel and approach every undertaking with enthusiasm, drive and energy.



7 days a week, rostered

WHY THIS ROLE EXISTS

Our Guest Service agents are required to provide proficient and effective office support in order to ensure the delivery of a high standard of customer service, therefore enhancing the guest experience of the hotel.

WHAT YOU WILL DO

To ensure the interaction with clients creates a positive, professional image, which reflects the highest standards of the Trust and the positioning of The Langlands

KEY OUTCOMES

- Check in and check out procedures
- Make reservations, utilising effective rate management practices, from direct phone or online bookings
- Accurate use of systems required for accounting, cash, credit and debtor handling.
- All reconciliation's related to your shift (Balance reports and safe balancing.)
- Charge back accounts/invoicing correctly where instructed
- General office practices and good record keeping skills.
- Liaison with Head of Department, Management and other reception team members.
- Maintaining a customer focused, professional and friendly image at all times.
- Present a well-groomed appearance.
- Perform any tasks requested by senior management as time permits
- Champion, comply and promote health, safety and wellbeing within ILT
- To maintain the standard and culture of the team by setting an example to new members of staff and assisting in their training when required.

YOU BRING TO THE ROLE

- Friendly, client-focused approach.
- Exhibits clear, concise written and verbal communication with precise attention to detail and high accuracy.
- Proven commitment to the team by demonstrating active listening skills
- Computer literacy and ability to pick up office management systems swiftly and precisely
- Personable Team player but able to work with minimum supervision
- Community focused with a passion for people and the community
- A professional appearance with a positive attitude adaptability and flexibility.