

HAMILTON ISLAND POSITION DESCRIPTION

POSITION DETAILS

POSITION TITLE:	Host	LOCATION:	Hamilton Island
DIVISION:	Front Office	DIRECT REPORTS:	Nil
REPORTS TO:	Front Office Supervisor; Front Office Manager	INDIRECT REPORTS:	Nil
DATE PREPARED:	January 2012		

JOB PURPOSE

Provide a professional and efficient check in and check out procedure for guests. Welcome all guests and ensure the smooth transfer and care of guests luggage, and attend to all guest enquiries and needs. Responsible for processing Switchboard calls efficiently and accurately, and for maintaining all information about various departments on island, records on after hours and on-call personnel, and assist with coordinating emergency procedures.

JOB RESPONSIBILITIES (NOT LIMITED TO)

- Provide a professional and friendly greeting to all guests at all point of arrival, and contact throughout their stay
- Be fully versed in all arrivals and departures for the day
- Ensure that guests are familiar with the activities and entertainment during their stay, providing information and assistance where necessary, in a friendly and efficient manner
- Check arrivals sheet, site inspections of rooms, and attend to any room changes as necessary, advising porters and housekeeping of any changes to ensure all departments are prepared prior to a guest's arrival
- Check all arrivals' notes and ensure all departments are advised, and all requests are actioned, appropriately
- Accurately process all check ins and check outs, and ensuring all vouchers are included and charges are correct
- Ensure cash floats are correct at beginning and end of each shift, and all discrepancies are noted and reported
- Ensure all details in the guest registration card are transferred to the guest's reservation accurately, and pre-printed cards are filed appropriately with all correct keys
- Maintain all guests' history, accounts and relevant information during their visit, posting transactions to the correct accounts and all accounts are correct
- Maintain guest method of payment limits, checking the over's report daily to ensure sufficient funds are available to settle guest accounts upon departure
- Respond to all guest enquiries in a prompt and courteous manner, to achieve maximum guest satisfaction at all times
- Print all relevant daily reports and ensure all tasks are completed through the day
- If necessary, manage any after hours' reservations, using your knowledge of the product to secure each booking
- Ensure that the front office reception area and it's surrounds are kept clean and tidy at all times

Switchboard Duties (*additional duties for Reef View Hotel only*)

- Complete the Communications Daily Task sheet for each shift
- Ensure all useful information is recorded and passed on to other members of the department through use of the whiteboard, diary and email to maintain a high standard of service for guests, staff and residents
- Ensures all wakeup calls are accurately recorded and processed
- Processes all guest telephone messages, emails, outgoing mail and faxes promptly and carefully
- Use the paging system in a responsible manner, to send concise and accurate information to the appropriate staff
- Report all after hour's maintenance and housekeeping issues to the Duty Manager promptly
- Records all noise complaints and directs them to the appropriate personnel
- Processes and logs all I.T. call-outs accurately
- Maintains an accurate record of on-call staff and reports all other after hour's problems to the correct personnel promptly

EXPERIENCE & QUALIFICATIONS

- Minimum 3-6 months previous experience in a Front Office role (Essential)
- Hospitality Experience (Essential)
- Current open / unrestricted driver's license (Essential)

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- Previous experience handling a busy switchboard (Desirable)
- Previous experience dealing with emergency calls (Desirable)
- Certificate III, IV, Diploma or Advanced Diploma in Hospitality, or equivalent (Desirable)
- Knowledge of front office systems and procedures (Desirable)

PERSON SPECIFICATION/SKILLS

- Excellent personal presentation
- Excellent communication and interpersonal skills
- Reliable and flexible in terms of shifts and rosters

KEY WORKING RELATIONSHIPS

- Front Office Department
- Guests of Hamilton Island
- Internal HIE departments
- Concessionaires
- HIE Executive Team and Stakeholders

