



Kooljaman

at Cape Leveque

Kooljaman Reception

Job Title – *Reception Officer*

Department – *Guest Services*

Reports to – *Senior Accounts/Reception Supervisor*

Nature and scope of position

To work as a member of the reception team ensuring that all guests feel welcome and receive excellence in service from first contact to departure. Liaise with providers to ensure the smooth operation of tour, restaurant and accommodation bookings. Proactively promote sales in all areas.

Responsibilities

- Answer incoming calls in a timely manner and ensure contact is appropriate to the client need.
- Respond to all emails in a timely manner. Minimise confusion and email traffic by utilising direct contact wherever possible.
- Accurately enter all reservations into the system ensuring correct policies and procedures are followed.
- Greet all guests – house, charter, day visitor, local people in a friendly and appropriate manner.
- Ensure the confidentiality of guest information.
- Register and direct guests to assigned accommodation, arrange transfers and support where required.
- Calculate bills, process payments, undertake sales, balance tills.
- Assist marketing and management where required.
- Ensure reception area is neat, clean and stock is presented in an attractive way
- Ensure guests are aware of tour opportunities, take bookings and liaise with tour operators
- Proactively market cultural opportunities, souvenir sales and local experiences
- Ensure guest complaints are received respectfully and refer to management where unable to satisfy a guest's requirements to guest satisfaction.
- Proactively engage guests in Kooljaman dining options, manage restaurant bookings and liaise with kitchen staff.
- File, record statistics and ensure form-stock and shelf-stock is replenished. Notify management where reordering is required.
- Other duties as reasonably requested by management.

Key competencies

- Excellent interpersonal skills
- Calm, patient and respectful in dealing with difficult situations or/and clients whilst under pressure
- Able to multitask
- Able to prioritise and make good customer focussed decisions when faced with competing tasks
- Accurate data entry
- Excellent computer skills, understanding of booking systems and hotel procedures
- Excellent customer service skills
- Great team player
- Able to manage confidential information and maintain discretion
- Responsive, responsible and takes pride in work
- Aware of cross selling with the ability to generate sales

To apply for this role please address the key competencies and detail your experience for this role.

Applications that do not address the key competencies will not be considered.

Please see FAQ's on the Kooljaman website to answer any queries you may have prior to emailing for further information regarding this role.

Should you have further queries please email manager@kooljaman.com.au