



FRONT OFFICE RECEPTION POSITION DESCRIPTION

Position Title	Front Office Reception
Reports to	Franchise Manager/ Property Manager
Key working Relationships	Franchise Manager/Property Manager Client/ Guests Internal Staff Suppliers/ Contractors
Skills	Communication Sales Telephone Organisational Customer service Task Management IT skills in word, excel, intranet and email Knowledge of Property Management System

POSITION SUMMARY

The primary responsibility of the role is to promote and sell reservations and to provide all aspects of Guest service, both in person, on the phone and via the internet and email in accordance with all procedures in the Quest Franchise Operations Manual and the Quest Way.

PRIMARY DUTIES

Front Office Reception

Promote the business

- Develop a comprehensive knowledge of all aspects of the Property including financial and sales targets, room rates, apartment and Property features and Quest Services,
- Develop and update knowledge of relevant businesses, attractions, services, facilities and events in the local area,
- Actively promote the Property & Quest Brand
- Provide prospective guests with tours and detailed information on Quest services and facilities as required,
- Develop a sound knowledge of the Quest Group and associated products and services and take every opportunity to promote them.

Sell Reservations

- Gather information about the client according to sales procedures.
- Match client needs to the product & Close the sale.
- Record all enquiries onto a Quest Reservation Form and file in the Property Enquiry Follow-Up Folder.
- Conduct guest interaction in accordance with Hot Leads Form & follow up or forward contact details to the properties Business Development Executive.

PRIMARY DUTIES

Front Office Reception

Receive and process reservations

- Receive, record and process accommodation reservations according to the requirements of the RMS system.
- Forward Daily Reservation Activity Report according to the Quest procedure.
- Ensure all details are correct & confirmation of reservation is sent via email, Fax or post.

Provide accommodation reception services

- Register guests according to procedure.
- Organise guest departures and process according.
- Respond to incoming calls in a timely and professional manner.
- Operate the PABX telephone system for internal & external calls.
- Assist guests with luggage in accordance with the OH & S requirements.
- Coordinate meeting room facilities and/or conference facilities.

Complete accounting requirements

- Accurately update and finalise transactions on guest accounts in accordance with the requirements of the RMS system.
- Balance and reconcile takings at the end of each designated shift in accordance with the Float Balance procedure.
- Process Night Auditing in accordance with Quest Night Audit procedure.

Provide excellent customer service to guests

- Model excellent customer service at all times. Act in a manner which reflects the Quest Way,
- Welcome and farewell guests personally & use their name if known.
- Provide information to guests about facilities in the local area.
- Handle customer complaints or requests in a friendly and timely manner.
- Maintain the cleanliness and appearance of the Reception desk and Reception area to Quest standards.
- Organise displays for promotional purposes as required.

Follow Occupational Health & Safety Requirements and Security procedures

- Follow all Occupational Health and Safety procedures as outlined in the Franchise Operations Manual and Quest Occupational Health and Safety standards.
- Report any suspicious behavior or occurrences to the Franchise Manager,
- Secure property and equipment in accordance with Quest procedures.
- Maintain personal hygiene and grooming and wear your Quest uniform in accordance with the Quest Uniform policy.
- Handle food safely in accordance with the Quest Food Safety policy.

Other duties

- Undertake other duties within the scope of your skills, competence and training as directed.

Front Office Reception		
Tasks	Key Result Areas	Key Performance Indicators
<p>Undertake Front Office Reception Duties</p>	<p>Deliver Quest Front Office Reception Experience</p> <p>(a) Promote the Business,</p> <p>(b) Sell reservations,</p> <p>(c) Provide Accommodation Reception Services in accordance with Quest Franchise Operations Manual.</p> <p>(d) Complete financial, guest and reservations records in accordance with Quest Franchise Operations Manual.</p> <p>(e) Professional presentation of self and work environment – in accordance with Quest Code of Conduct, Quest Way and Quest Franchise Operations Manual.</p> <p>(f) Communicate with Room Attendants and Maintenance personnel so as to achieve the operational objective of the business, in accordance with Quest Procedures.</p>	<ul style="list-style-type: none"> • Able to articulate the points of difference between a Quest Serviced Apartments and competing accommodation products/brands. • Able to identify strengths and weakness of the business relevant to market competition. • Able to recite ALL information contained on the businesses fact sheet. • Able to provide information about other Quest businesses. • Able to provide information on different Quest products to customers and guests. • The business experiences no loss due to non adherence to policy and procedure. • Conversions of enquiries exceed 70%. • Able to demonstrate the key selling attributes of Quest Serviced Apartments and the business. • Demonstrate competency in all operational requirements of RMS including, Night Audit procedure, reservations, check in/out, room allocation policy, access help desk. • Able to articulate current performance of property against targets. • All enquiries are recorded. • All financial transactions are recorded. • All transactions are reconciled and accurate.
<p>Provide Excellent Customer Service</p>	<p>Delivering the Quest Experience</p> <p>(a) Meet and farewell guest in accordance with Quest Front Office Operation Policy and Procedures,</p> <p>(b) Knowledge to local area facilities and services</p> <p>(c) Ability to resolve guest complaints and enquires.</p>	<ul style="list-style-type: none"> • Consistently refer to customer/guest by name • 90 % of Guest Feedback Questionnaires to contain positive guest comments. • Able to provide information on the local area. • Resolve guest complaints and requests first time.
<p>Maintenance and security of property</p>	<p>(a) Front Office/Reception area is clean and tidy at all times,</p> <p>(b) Marketing materials are displayed at all times,</p> <p>(c) Premises are secure at all times.</p>	<ul style="list-style-type: none"> • No guest complaints related to security or reception area presentation.