

# THE FULLERTON

HOTELS AND RESORTS

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## Fullerton Express Agents | Shift Leaders

The Fullerton Hotel Sydney - Australia

### JOB RESPONSIBILITIES

- Answer in-house and external guest calls
- Accommodate the requests and varied needs of all guests
- Provide guests with recommendations or referrals and upsell the Hotel's services and facilities
- Follow up on all requests and feedback to ensure 100 percent guest satisfaction
- Take and upsell room dining orders
- Assist with other projects as and when requested by Shift Leaders and the Manager

### JOB REQUIREMENTS

- Opera PMS experience is preferred
- Previous Front Office GSA or Reservations experience is highly regarded
- Clear and confidently spoken English communication skills
- Excellent personal presentation
- True passion for exceeding customer expectations
- Flexible availability
- Thorough follow up, strong attention to detail and problem-solving skills
- Experience using restaurant POS systems such as Infrasy is advantageous
- Willingness to comply with all CovidSafe workplace requirements

To apply for the above position, please send your full resume to [fsy.talent@fullertonhotels.com](mailto:fsy.talent@fullertonhotels.com).