

THE FULLERTON

HOTELS AND RESORTS

Night Auditor GSA | Guest Service Agent

The Fullerton Hotel Sydney - Australia

JOB RESPONSIBILITIES

- Ensure the smooth check-in and check-out of all guests, providing superior service using Opera PMS
- Process guestroom folio postings and check room rates and packages
- Accommodate the requests and needs of all guests, make recommendations and upsell guestrooms and related services
- Proactively communicate any guest feedback to the Night Manager to ensure 100 percent guest satisfaction
- Maintain a current knowledge of all room rates and packages available
- Dispatch requests to the appropriate department

JOB REQUIREMENTS

- Experience as a Guest Service Agent in a luxury hotel is favourable but not essential
- Accurate cashiering skills
- Professional verbal and written communication skills and personal presentation
- Thorough follow-up, strong attention to detail and problem-solving skills
- Ability to provide superior levels of service to guests
- Availability to work overnight shifts including on Fridays and Saturdays in peak times
- Willingness to comply with all CovidSafe workplace requirements

To apply for the above position, please send your full resume to fsy.talent@fullertonhotels.com.