

THE FULLERTON

HOTELS AND RESORTS

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 preferred
- Previous Front Office GSA or Reservations experience 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.