

Guest Experience All Rounder

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Company: Accor

Location: Surfers Paradise

Category: other-general

Company Description

Novotel Surfers Paradise features 408 well-appointed rooms, located in the heart of iconic Surfers Paradise and our beautiful beaches. Featuring a variety of dining options including: The Restaurant, Blvd Café and Bar, Pool bar, in-room dining, 6 x conference rooms, off-site catering, pool, spa, tennis court and gym.

Why work for Accor?

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor.

Do what you love, care for the world, dare to challenge the status quo!

#BELIMITLESS #WorkYourWay #WeAreHeartists #AccorCareersPacific

Job Description

We are looking for highly motivated experienced individuals to join our team and create unforgettable guest experience, we are offering casual positions, we are looking for someone with unrestricted availability. If you are an experienced friendly Front Office

professional with Opera Cloud experience and looking for an opportunity to take your passion and knowledge to the next level, we would like to hear from you.

Key responsibilities include but not limited to:

Always lending a helping hand with a smile, ensure that our guests feel Welcome as soon as they arrive.

You are able to multi-task, assist as a porter, on reception or in reservations as required.

Provide quality service to guests by responding to their requests promptly, efficiently and courteously during throughout their stay.

Maintain control of guest and hotel accounts ensuring that all charges are accurate and posted on a timely basis.

Maintain strict security procedures with credit and cash transactions, accounting procedures, issue of room keys and guest confidentiality/privacy.

Handling all calls promptly and professionally, greeting all callers according to Novotel Surfers Paradise policy.

Opportunity to develop your talent and grow within your property and across the world!

Qualifications

To be successful in this role you should demonstrate:

Strong communication skills.

Passion for customer service.

Excellent grooming and presentation standards.

Strong team player with a “can-do” attitude.

Ability to maintain composure under pressure and prioritize tasks accordingly.

Previous experience in a 200+ room Hotel. 6mths + experience in front office reception.

Opera cloud experience is looked highly upon

Must have current Australian work rights.

Additional Information

What we can offer you:

Social events

Accor discounts on accommodation worldwide

Discounted meals and beverages

Reward programs

Refer a friend incentives

Discounted onsite parking

Opportunities to develop your skills and career

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent.

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