

## Guest Service Agent – Mascot Central

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Company: Meriton Group

Location: Australia

Category: other-general

Front Office & Guest Services (Hospitality & Tourism) Full time \$61,500 + superannuation + 17.5% leave loading We have an opportunity to join our wonderful team at Mascot Central in the role of Guest Service Agent. About the Role As a Guest Service Agent, you will play an integral role delivering service excellence. You will be provided comprehensive training to equip you with the tools required to perform at your best. You will work in a team member focused environment which will provide you opportunities to develop your skills and ultimately grow your career within Meriton Suites. You will have access to Meriton Suites benefits including discounted hotel stays across Sydney, Brisbane, the Gold Coast, Canberra and Melbourne. Your key responsibilities Anticipate guest needs and deliver prompt, efficient and polished service when responding to guest requests. Ensure all guests are warmly welcomed during check-in, check out and throughout their stay. Promote and up-selling hotel facilities and services through solid product and service knowledge. Effectively communicate and liaise with all departments and understand the importance of teamwork within hotel operations. To be successful in this role you will have Experience in customer service. A passion for the hospitality industry. Impeccable grooming and presentation. Ability to work in a team environment and under pressure. Similar experience in a 4-star or 5-star hotel (desirable). Full availability to work a 7-day rotating roster. About Meriton Suites Meriton Suites is Australia's largest owner-operator of apartment-style hotel suites, with 23 incredible locations and 6,204 suites, giving every guest a guarantee that they are staying in the best accommodation in Australia. Our award-winning hotels have continually been ranked the best in each location on many traveller review websites. For over 20 years, Meriton Suites

has been the market leader in apartment-style hotel accommodation, conveniently located across Sydney, Brisbane, Gold Coast, Canberra and Melbourne. For more information on Meriton Suites including our national expansion pipeline please visit <https://www.meritonsuites.com.au/> If you would like to be considered for this opportunity, please click on the Apply Now tab below. Only short-listed applicants will be contacted within 7 days of application. Permanent residents only may apply. Please note that we will not consider external agencies as recruitment for this role is handled internally. Your application will include the following questions Which of the following statements best describes your right to work in Australia? Are you available to work on a rotating roster? What's your preferred work type? Report this job advert Don't provide your bank or credit card details when applying for jobs.

What can I earn as a Guest Services Agent

#J-18808-Ljbffr

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