



Position Description

POSITION	Guest Experience Host	onpuo	11		
REPORTS TO	Park General Manager	DIRECT	T REPORTS	NIL	
KEY STAKEHOLDERS	Internal: Park Employees Regional Managers Reflections Holidays employees		External:		
PURPOSE	The Guest Experience Host is at the heart of an exceptional guest experience - welcoming visitors, attending to their needs, and bringing our signature hospitality to life. With warmth, professionalism, and a detail-orientated approach, the Guest Experience Host is responsible for creating unforgettable experiences.				
	Safety Focus – Identify and improve conditions that affect own and others'				
	safety; uphold safety standards.				
	Decision Making - Choosing the best course of action by establishing clear				
	decision criteria, generating and evaluating alternatives, and making timely decisions.				
	Customer Orientation – Place a high priority on the guest experience when making decisions and acting; implement service practices that meet the guests			guest experience when	
	and organisation's needs.				
COMPETENCIES	Collaboration – Work cooperatively with others to help a team or work group				
	achieve its goals.				
	Planning and Organising – Establish an action plan for self and others to complete work efficiently and on time by setting priorities, establishing				
	timelines, and leveraging resources.				
	Managing Work – Effectively manage own time and resources to ensure that				
	work is completed efficiently.				
	Building Customer Loyalty – Meet and exceed guest expectations and				
	experience while cultivating relationships that secure commitment and trust.				
	Guest Services				
	 Provide exceptions 	al custom	er service includir	ng liaising with guests face	
	to face; via telepho	one and i	nternet for booking	gs, enquiries and	







KEY RESPONSIBILITIES

- Provide exceptional, personalised service from arrival to departure.
- Offer tailored recommendations for activities and experiences
- Host signature communal activities and experiences
- Anticipate guest needs and deliver to ensure a seamless stay
- Maintain an impeccable level of professionalism and attention to detail
- Undertake general office duties, banking and cleaning of office/kiosk
- Prepare correspondence, record keeping of all mail and carry out filing in accordance with procedures
- Assist Park manager and Supervisors with the opening and closing of office and kiosk/store
- Receiving and dispensing of monies via computerised point of sale register
- Assist supervisor with stock take and invoicing for kiosk, store, cabin, office and cleaning equipment and chemicals
- Assist and direct visitors within the park and as they enter the park
- Assist Guest Services Supervisor in social media administration at park level as required

WHS

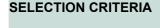
- Follow Work Health and Safety (WHS) procedures
- Identify hazards, assess and control safety risks
- Any other duties as directed by management

Essential:

- Current drivers licence
- Responsible Service of Alcohol certificate (or willingness to obtain)
- Excellent customer service and communication skills
- Experience in administration/front office/reception, and cash handling
- Sound knowledge and understanding of relevant WHS regulations and practices
- Ability to work productively and independently
- Ability to manage time to meet priorities
- Willingness to undertake background screening as part of recruitment and as an ongoing process

Desirable:

- Experience in hospitality
- First aid certificate









REFLECTIONS HOLIDAYS VALUES	How our company values apply to all employees	
GROW TOGETHER	When we work as a team, everyone benefits. We grow when our people, our places and communities are at their best – teamwork helps us all grow and learn.	
SAY IT, DO IT	We deliver on our promises – we are all as good as our word. We are solutions focused.	
MAKE A DIFFERENCE	In partnership with others, we achieve better outcomes. We believe everyone can make a difference in the lives of people, places, and our planet.	
CARE DEEPLY	We are genuine and demonstrate care for our customer, our communities, our people, and our world. We deliver to a high standard.	
ACKNOWLEDGEMENT: I acknowledge that I have read and understood the duties and responsibilities as listed in this position description and have been provided a copy for my reference.		
SIGNATURE:		
DATE:		

