

Position Description

POSITION	Guest Experience Host		
REPORTS TO	Park General Manager	DIRECT REPORTS	NIL
KEY STAKEHOLDERS	<div> Internal: <ul style="list-style-type: none"> ▪ Park Employees ▪ Regional Managers ▪ Reflections Holidays employees </div> <div> External: <ul style="list-style-type: none"> ▪ Suppliers ▪ Contractors ▪ Guests ▪ Community visitors </div>		
PURPOSE	<p>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.</p>		
COMPETENCIES	<p>Safety Focus – Identify and improve conditions that affect own and others' safety; uphold safety standards.</p> <p>Decision Making – Choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions.</p> <p>Customer Orientation – Place a high priority on the guest experience when making decisions and acting; implement service practices that meet the guests' and organisation's needs.</p> <p>Collaboration – Work cooperatively with others to help a team or work group achieve its goals.</p> <p>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.</p> <p>Managing Work – Effectively manage own time and resources to ensure that work is completed efficiently.</p> <p>Building Customer Loyalty – Meet and exceed guest expectations and experience while cultivating relationships that secure commitment and trust.</p>		
	<p>Guest Services</p> <ul style="list-style-type: none"> ▪ Provide exceptional customer service including liaising with guests face to face; via telephone and internet for bookings, enquiries and complaints 		

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

SELECTION CRITERIA

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	<i>How our company values apply to all employees</i>
GROW TOGETHER	<p>When we work as a team, everyone benefits.</p> <p>We grow when our people, our places and communities are at their best – teamwork helps us all grow and learn.</p>
SAY IT, DO IT	<p>We deliver on our promises – we are all as good as our word. We are solutions focused.</p>
MAKE A DIFFERENCE	<p>In partnership with others, we achieve better outcomes.</p> <p>We believe everyone can make a difference in the lives of people, places, and our planet.</p>
CARE DEEPLY	<p>We are genuine and demonstrate care for our customer, our communities, our people, and our world. We deliver to a high standard.</p>
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:	