Front Office Reception

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Position Description Review
This position description will be reviewed at least every 12 months, but maybe altered at any time. Please check the intranet for the latest version of this position description.
### Version History

<table>
<thead>
<tr>
<th>Version</th>
<th>Change</th>
<th>Initials</th>
<th>Date</th>
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<tbody>
<tr>
<td>1.0</td>
<td>Original Document</td>
<td>SB</td>
<td>16/6/04</td>
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### Documentation Information

<table>
<thead>
<tr>
<th>Publication Ref:</th>
<th>Front Office Reception</th>
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<tbody>
<tr>
<td>Publication Date:</td>
<td>16th June 2004</td>
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<tr>
<td>Version Author:</td>
<td>Susan Bradley</td>
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<tr>
<td>Reports to</td>
<td>Franchise Manager</td>
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<tr>
<td>Staff reporting to position</td>
<td>Nil</td>
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</table>
| Key working relationships | Franchise Manager  
Clients/Guests  
Other Front Office/Reception staff  
Room Attendant staff  
Local business personnel  
Maintenance staff  
Suppliers/Contractors |

**Position Summary:**

The primary responsibility of the role is to promote and sell reservations and to provide all aspects of Guest service, both in person, on the phone and via the internet and email in accordance with procedures in the Front Office/Reception Manual and the Quest Way.

**Duties:**

**Promote the business**

- Develop a comprehensive knowledge of all aspects of the Property including financial and sales targets, room rates, apartment and Property features and Quest Services,
- Develop and update knowledge of relevant businesses, attractions, services, facilities and events in the local area,
- Actively promote the Property according to policies and procedures outlined in the Front Office/Reception Manual and the Sales Manual,
- Provide prospective guests with tours and detailed information on Quest services and facilities as required,
- Develop a sound knowledge of the Quest Group and associated products and services and take every opportunity to promote them.

**Sell Reservations**

- Gather information about the client according to procedures in the Sales Manual,
- Match client needs to the product in accordance with procedures in the Sales Manual,
- Close the sale in accordance with procedures in the Sales Manual,
- Record all enquiries and no sales on the Quest Booking/Enquiry/CXL document and file in the Property Enquiry Follow Up Folder,
- Conduct guest interaction in accordance with Hot Leads Policy and Procedure.
Receive and process reservations

- Receive, record and process accommodation reservations according to the requirements of the RMS system and procedures in the Front Office/Reception Manual,
- Complete and forward the Daily Reservation Activity Report according to the Quest procedure.

Provide accommodation reception services

- Register guests according to procedures in the Front Office/Reception Manual,
- Organise guest departures according to procedures in the Front Office/Reception Manual,
- Respond to incoming calls in a timely and professional manner as outlined in the Front Office/Reception Manual,
- Operate the PABX telephone system for internal calls as detailed in the Front Office/Reception Manual,
- Assist guests with luggage in accordance with Quest procedures contained in the Front Office/Reception Manual,
- Coordinate meeting room facilities and/or conference facilities

Complete accounting requirements

- Accurately update and finalise transactions on guest accounts in accordance with the requirements of the RMS system and procedures in the Front Office/Reception Manual,
- Balance and reconcile takings at the end of each designated shift in accordance with the Quest procedure.
- Process Night Auditing in accordance with Quest procedure

Provide excellent customer service to guests

- Model excellent customer service at all times. Act in a manner which reflects the Quest Way,
- Welcome and farewell guests personally as outlined in the Front Office/Reception Manual,
- Provide information to guests about facilities in the local area,
- Handle customer complaints or requests in a friendly and timely manner as outlined in the Front Office/Reception Manual.
- Maintain the cleanliness and appearance of the Reception desk and Reception area to Quest standards outlined in the Front Office/Reception Manual.
- Organise displays for promotional purposes as required.
Follow health, safety and security procedures

- Follow all health and safety procedures as outlined in the Front Office/Reception Manual and Quest Occupational Health and Safety standards,
- Report any suspicious behaviour or occurrences to the Franchise Manager,
- Secure property and equipment in accordance with Quest procedures,
- Maintain personal hygiene and grooming and wear your Quest uniform in accordance with the Quest Uniform policy,
- Handle food safely in accordance with the Quest Food Safety policy and procedures.

Other duties

- Undertake other duties within the scope of your skills, competence and training as directed.

Skills

- Communication
- Sales
- Telephone
- Organisational
- Customer service
- Task management
- IT skills in word, excel, intranet and email
<table>
<thead>
<tr>
<th>Tasks</th>
<th>Key Result Areas</th>
<th>Key Performance Indicators</th>
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<tbody>
<tr>
<td>Undertake Front Office/Reception Duties</td>
<td>Deliver Quest Front Office/Reception Experience</td>
<td>• Able to articulate the points of difference between a Quest Serviced Apartments and competing accommodation products/brands,&lt;br&gt;• Able to identify strengths and weakness of the business relevant to market competition,&lt;br&gt;• Able to recite ALL information contained on the businesses fact sheet,&lt;br&gt;• Able to provide information about other Quest businesses,&lt;br&gt;• Able to provide information on different Quest products to customers and guests,&lt;br&gt;• The business experiences no loss due to non adherence to policy and procedure,&lt;br&gt;• Conversions of enquiries exceeds 70%,&lt;br&gt;• Able to demonstrate the key selling attributes of Quest Serviced Apartments and the business,&lt;br&gt;• Demonstrate competency in all operational requirements of RMS including, Night Audit procedure, reservations, check in/out, room allocation policy, access help desk,&lt;br&gt;• Able to articulate current performance of property against targets,&lt;br&gt;• All enquiries are recorded,&lt;br&gt;• All financial transactions are recorded,&lt;br&gt;• All transactions are reconciled and accurate.</td>
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<tr>
<td>Provide Excellent Customer Service</td>
<td>Delivering the Quest Experience</td>
<td>• Consistently refer to customer/guest by name,&lt;br&gt;• 90 % of Guest Feedback Questionnaires to contain positive guest comments,&lt;br&gt;• G – and G- PR shall represent 50% of business,&lt;br&gt;• Able to provide information on the local area,</td>
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<td>(a) Meet and farewell guest in accordance with Quest Front Office Operation Policy and Procedures,&lt;br&gt;</td>
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<td>(b) Knowledge to local area facilities and services,&lt;</td>
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<td>(c) Provide Accommodation Reception Services in accordance with Quest Front Office Operation Policy and Procedures,&lt;</td>
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<td></td>
<td>(d) Complete financial, guest and reservations records in accordance with Quest Front Office Operation Policy and Procedures,&lt;</td>
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<td>(e) Professional presentation of self and work environment – in accordance with Quest Code of Conduct, Quest Way and Quest Front Office Operation Policy and Procedures,&lt;</td>
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<td>(f) Communicate with Room Attendants and Maintenance personnel so as to achieve the operational objective of the business, in accordance with Quest Procedures.</td>
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<td>Maintenance and security of property</td>
<td>(c) Ability to resolve guest complaints and enquires.</td>
<td>• Resolve guest complaints and requests first time,</td>
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<tr>
<td>(a) Front Office/Reception area is clean and tidy at all times,</td>
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<td>(b) Marketing materials are displayed at all times,</td>
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<td>(c) Premises are secure at all times.</td>
<td>• No guests complaints related to security or reception area presentation.</td>
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