



Job Description – Customer Support Representative Reservations and Enquiries

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Position Title: Customer Support Representative Reservations and Enquiries

Department: Customer Service and Guest Relations

Reports To: Head of Customer Service and Guest Relations

Version: 1.0

Job Overview

The Customer Support Representative Reservations and Enquiries is responsible for managing guest bookings, responding to enquiries, and providing professional assistance across all Grand Royale Group properties. This position plays a key role in ensuring smooth reservation processes, high customer satisfaction, and efficient coordination between operational departments.

Key Responsibilities

Reservations and Enquiry Management

- Handle accommodation, dining, and event bookings via phone, email, and online systems.
- Confirm, modify, and cancel reservations accurately using property management systems.
- Communicate guest requests and special requirements to relevant departments.
- Ensure all reservation data is entered with accuracy and attention to detail.

Customer Service and Support

- Respond promptly to guest enquiries with courtesy and professionalism.
- Provide accurate information on room types, rates, services, and promotions.
- Manage guest complaints empathetically and escalate unresolved issues when necessary.
- Promote additional services and offers to enhance guest experience.





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Coordination and Communication

- Liaise with Front Office, Housekeeping, and Events teams to coordinate bookings.
- Support Marketing and Sales with promotional campaigns and guest communications.
- Maintain clear and consistent internal communication.
- Ensure compliance with company policies, including privacy and data security.

Reporting and Administration

- Generate reservation and enquiry reports for management review.
- Track occupancy, conversion, and cancellation trends.
- Maintain documentation of guest correspondence and feedback.
- Contribute to process improvement for guest communication and booking efficiency.

Qualifications and Experience

- Certificate III or IV in Hospitality, Business, or Customer Engagement.
- Previous experience in hospitality reservations, call centres, or front office roles.
- Strong communication and problem-solving skills
- Experience using Opera, RMS, or similar property management systems.
- Understanding of guest service standards and hospitality operations.

Skills and Competencies

- Excellent written and verbal communication skills.
- Strong attention to detail and data accuracy.
- Proficient computer and system skills.
- Time management and ability to multitask.
- Professional, calm, and guest-focused demeanour.

Working Conditions

This role is based at Grand Royale Group's customer service offices or hospitality venues across the Gold Coast, Queensland. Shift flexibility, including weekends and holidays, may be required during busy operational periods.





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Key Performance Indicators (KPIs)

- Booking Accuracy Rate (target: $\geq 98\%$).
- Response Time to Enquiries (target: ≤ 2 minutes for calls / ≤ 1 hour for emails).
- Guest Satisfaction Score (target: $\geq 90\%$).
- Conversion Rate from Enquiries to Bookings (target: $\geq 75\%$).
- Complaint Resolution Time (target: ≤ 24 hours).
- Compliance with Privacy and Data Entry Standards (target: 100%).

Company Values and Culture

Grand Royale Group values professionalism, empathy, and reliability in every customer interaction. The organisation promotes a collaborative culture focused on excellence, communication, and guest satisfaction.

Career Path

This position offers career progression opportunities into roles such as Reservations Supervisor, Guest Relations Executive, or Sales and Marketing Coordinator within Grand Royale Group or other premium hospitality organisations.

