



Job Description – Guest Service Agent

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Position Title: Guest Service Agent

Department: Operations and Front Office

Reports To: Front Office Supervisor

Version: 1.0

Job Overview

Grand Royale Group properties, responsible for delivering professional, welcoming, and efficient front desk services. This role handles check-ins, check-outs, reservations, and guest enquiries, ensuring every guest interaction reflects the organisation's luxury hospitality standards. The position requires excellent communication skills, attention to detail, and a commitment to creating exceptional guest experiences.

Key Responsibilities

Guest Interaction & Service Delivery

- Provide a warm and professional welcome to all guests upon arrival.
- Handle check-in and check-out processes efficiently and accurately.
- Assist guests with enquiries, special requests, and local information.
- Ensure all guest needs are anticipated and met promptly.

Reservations & Administration

- Manage room bookings, cancellations, and modifications using the property management system (PMS).
- Maintain accurate guest profiles and billing records.
- Process payments, deposits, and refunds in accordance with policy.
- Prepare reports and update the daily handover log.





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Communication & Coordination

- Coordinate with Housekeeping, Concierge, and Maintenance to meet guest requirements
 - Communicate effectively with other departments to ensure seamless operations.
 - Escalate guest issues or complaints to the Front Office Supervisor or Manager.
 - Support team members in maintaining service consistency and efficiency.

Presentation & Compliance

- Maintain a professional appearance and uphold grooming standards.
- Ensure compliance with cash handling, privacy, and safety policies.
- Keep the front desk area clean, organised, and guest-ready at all times.
- Follow all operational procedures and Grand Royale Group brand guidelines.

Qualifications and Experience

- Certificate or Diploma in Hospitality, Tourism, or related field (preferred).
- Minimum 1–2 years' experience in front office or customer service roles.
- Experience with hotel PMS systems such as Opera or Fidelio desirable.
- Strong communication and interpersonal skills.
- Multilingual ability considered an advantage.

Skills and Competencies

- Excellent customer service and communication skills.
- High attention to detail and accuracy in handling transactions.
- Ability to remain calm and professional under pressure.
- Team-oriented with strong problem-solving ability.
- Enthusiastic and proactive attitude toward guest satisfaction.

Working Conditions

This is a full-time or part-time rostered role based at Grand Royale Group's hotel properties in Gold Coast, Queensland. The position involves shift work, including early mornings, evenings, weekends, and public holidays to support 24-hour front desk operations.





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Key Performance Indicators (KPIs)

- Guest satisfaction and feedback ratings.
- Accuracy of reservations and billing.
- Compliance with operational and service standards.
- Team collaboration and reliability.
- Efficiency and professionalism in guest handling.

Company Values and Culture

Grand Royale Group values hospitality, professionalism, and attention to detail. The organisation promotes a supportive team culture focused on exceptional guest experiences. The Guest Service Agent plays a central role in embodying these values through every guest interaction.

Career Path

This role provides opportunities for career growth into senior front office roles such as Front Office Supervisor, Guest Relations Officer, or Duty Manager within Grand Royale Group or other luxury hospitality organisations.

