Mantra at Sharks is opening in March 2018.

Be part of a rare opportunity and join a pre-opening hotel team!

Who are we…

Founded in 1961, Southport Sharks has established itself as an industry leader. Featuring a diverse range of food and beverage brands, kids' zone, gaming room, multi-purpose Events Centre, and a Health and Fitness Centre - today Sharks boasts over 55,000 members and is regarded as a premier entertainment, dining and leisure destination.

The latest addition to our service offering is a new serviced hotel in partnership with leading Australian accommodation provider, Mantra Group. Located alongside Southport Sharks and central to the Gold Coast Health and Knowledge precinct, the hotel will include 120 hotel rooms and suites, two conference rooms, and a rooftop bar.

We are currently looking for a motivated, bubbly and vibrant **Guest Service Agent** to be part of our Front Office Team.

You will be the first point of contact for our guests, so your energy, positive attitude, genuine customer service focus and dedication to delivering service excellence are extremely important.

Your Unique Role…

- To be creative

- Deliver great guest experiences
- Be a part of a team where positive feedback from our guests is the minimum standard
- Checking guests in and out
- Maintaining accurate guest accounts
- Taking bookings, providing helpful information & entering reservations
- Answering guests queries in a timely and efficient manner
- Addressing guest requests and handling guest complaints in a positive manner
- Ensuring service provided to guests is to hotel standards

The Checklist...

- Professional telephone manner and exceptional customer service skills
- Excellent communication, interpersonal and time management skills
- A friendly and positive attitude
- Enjoys working in a team
- Sets a high grooming standard
- Ability to think on your feet and quickly resolve issues
- Intermediate computer skills
- The flexibility to work shifts including early mornings, evenings and weekends

You may have previous experience in a similar role, or you may be a customer service superstar in a different industry - either way we would love to hear from you.

If you're an energetic hospitality professional with a passion for customer service, apply now!