

## JOB BRIEF

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### GUEST SERVICES AGENT

#### Brief Description of the Hotel

Le Gray - a Campbell GRAY Hotel, member of The Leading Hotels of the World - is a contemporary-classic that stands out among luxury hotels in Beirut with its location in the historical downtown. By day, the Mediterranean sparkles in front with the peaks of Mount Lebanon in the distance. By night, Beirut's joie de vivre is right at your doorstep.

#### Brief Job Description

Under the direction of the Guest Services Manager, and within the limits of Le Gray Policies and Procedures, the Guest Services Agent has to provide an efficient and friendly service to our guests in respect to information, theatre bookings etc. He shall promote the hotel and/or Company's facilities wherever possible, in addition to all duties connected with arriving, in-house and departing guests.

The GSA will have high visibility in the public area; to meet and greet all guests, arriving and departing. It is the Guest Services Agent role to engage in conversation with as many guests as possible and gather the most feedback.

The GSA will ensure that our regular guests and SAGs receive high quality and personalized service. The GSA will also ensure that all guest information is properly recorded and utilized, and that all guest comments are followed up in the correct manner.

The GSA will assist in maintaining and developing Le Gray's guest recognition programs in order to ensure that they respond to the specific needs and interests of our guests.

#### Duties & Responsibilities

- Ensure that guests receive prompt and cordial attention with personal recognition.
- Ensure that the guests are supplied with comprehensive and correct information they require on the city, tourist attractions, restaurants, theatre, outings, travel etc.
- Safeguard the holding and delivery of guest mail, faxes, messages, parcels etc., and that all items are logged and recorded.
- Communicate guest requirements to other relevant departments.
- To book tours, theatres, restaurants, tennis courts, airport transfers, etc., for guests and to record and log all requests.
- Actively sell and promote all F & B outlets within the hotel, and any other services offered.
- Ensure guest satisfaction by performing such duties as attending to their requests and inquiries courteously and efficiently, and accepting changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guests and patrons.

#### Requirements

- Minimum 1 year experience as a GSA, preferably in a 5 Star Hotel
- Excellent hospitality skills
- Fluency in English and Arabic, French is a plus
- Flexible Schedule