

JOB DESCRIPTION

Position: RESORT REPRESENTATIVE
SUMMER LAKES & MOUNTAINS

Location: Within the overseas programme, as stated in your fixed term contract of employment.

Reports to: Resort Manager

Working as part of a team your duties will be varied and challenging with no two days the same. Your role will be to provide the guests with the highest level of service and standards in line with our company values and to maintain our excellent reputation.

PRE-SEASON

- Attend a pre-season briefing/training course.
- In conjunction with your resort manager arrange meetings with local suppliers for accommodation, excursions and events.
- Assist with the completion of Resort and Property information reports, brochure accuracy checks, and building work reports.
- Participate in the preparation of a suitable Events and Excursions programme.
- Complete risk assessments in accordance with the guidelines set out by the Health & Safety department as and when required by your resort manager.
- Assist in the creation and updating of information books, notice board material and welcome packs in accordance with company guidelines.

COMPANY IMAGE

To promote a positive company image at all times by:

- Personal appearance and wearing of uniform in an appropriate manner, which reflects the company standards.
- Using Company promotional material effectively and maintain high standards of Information Books and Notice Boards.
- Inspire goodwill, co-operation, trust and mutual respect with hoteliers and suppliers.
- Demonstrate a positive and professional attitude that endorses the company values whilst conducting company business.
- Adhering to company policies and procedures.

CUSTOMER SERVICE

To provide guests with expert advice, information and assistance at all times by:

- Regular property visits.
- Accompanying guests to and from the airport
- Ensure guests receive their welcome packs in an efficient and timely manner.
- Hold welcome meetings with comprehensive information on their resort, the local area and all available activities in an enthusiastic and timely manner at an appropriate venue.
- Developing thorough knowledge of country and resort information.
- Accompanying and guiding guests on events, ensuring you are fully informed of local customs, history and points of interest.
- Ensuring that the guests receive all the components of the holiday they booked; ie travel arrangements, accommodation and optional extras.
- Handling any guest grievances and complaints effectively, whilst demonstrating courtesy, consideration and genuine kindness.



- Enhancing guest's holiday by the sale of in resort optional extras such as excursions/events, evening events, maps guidebooks, and walking arrangements.
- To behave in a professional manner at all times and be an ambassador of the company values.

QUALITY CONTROL, HEALTH & SAFETY

- Apart from our own high standards of quality and the obligation to supply services in accordance with the promises made in our brochure/website we are bound by law – the EC Directive to meet certain standards of operation
- To have read, be familiar with, and follow company guidelines as set out in the Overseas Operations Manual for the appropriate season.
- Be diligent in reporting any discrepancies within our brochure/website and variants in resort, with particular attention to withdrawal of services or building works.

TARGETS

- Distribute and collect Guest Feedback forms from guests ensuring that the service level and return rate exceeds targets following the guidelines given by your Resort Manager.
- Maximise sales and exceed targets set by effective promotion and marketing of in-resort extras such as excursions and events together with optional resort extras.

COMMUNICATION & WORKING RELATIONSHIPS

- To communicate with guests, colleagues, hoteliers and suppliers with clarity and good effect.
- To take additional responsibility as and when directed by a Senior Hotelplan Ltd Manager.
- To remain flexible at all times with regard to duties and working hours.
- To work as a valued member of a team and have empathy with your colleagues

RESORT ADMINISTRATION

- Compile and create detailed Welcome Packs for arriving guests.
- Ensure that sales and associated vouchers are reconciled with your Resort Manager as and when requested.
- Ensure all guests receive their departure information (including multi centres arrangements) and guest feedback forms as directed by your resort Manager.
- Follow your Resort Managers instructions concerning any matters involving transfers and airport arrangements in a timely and professional manner.
- To provide information, reports and accounts in an efficient and timely manner as required by your Resort Manager.
- Ensure that notice boards and information books are maintained throughout the season, in line with company policies as set out in the Overseas Operations Manual for the applicable season.
- Ensure copies of all resort paper work and welcome packs are filed on the Overseas Rep Drive as instructed.
- Assist in the compilation of a detailed end of season report as detailed in the manual.

The above list of job duties is not exclusive or exhaustive and you will be required to undertake such tasks as may be reasonably be expected within the scope and grading of the position.