



JOB VACANCY-FRONT OFFICE AGENT

The Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd is a private limited liability Company established by the Tobago House of Assembly (THA) to assist in the diversification of the Tobago economy through the promotion of environmentally sustainable production and the provision of project management services on the island.

The Company is responsible for the operations of the Manta Lodge Hotel and Dive Centre and invites applications from suitably qualified persons for the position of **Front Office Agent**.

Job Summary

Performs sales and customer service functions related to the guest registrations, reservations, and revenue collections in a manner that will ensure the hotel guests receive a safe and secure place to stay with friendly, attentive service. Posts and compiles guest charges and keeps up to date and accurate accounts of hotel guests. Processes accounts of new guests and checks guests in and out of the hotel. Makes change and answers questions as required. Checks identification and credit cards of all registering guests. Performs reservation functions, answers telephones and miscellaneous duties assigned. Complies with Yield Management training. Acts as a courteous and efficient guest service agent for the hotel and guests.

Job Responsibilities

- Posts charges to guest folios.
- Collects cash or charge payments from guests checking out.
- Verifies credit cards and checks used by customers.
- Performs such teller duties as cashing checks, petty cash vouchers, and issues safety deposit boxes.
- Checks all reservations for VIP's and notes any special requirements. Maintains accurate count of guests and rooms noting any discrepancies.
- Complies with all company policies and procedures. Ensures all deposits are handled properly and ensures that all bank drawers issue balance.
- Pre-registers all group blocks and assigns group rooms in same location if available.
- Exercises proper key controls at all times.
- Never reveal room numbers to other guests or visitors.
- Coordinates any problems with housekeeping and engineering and calls all check-outs to housekeeping.

- Responsible for answering phones in a professional and courteous manner.
- Responsible for implementing yield management techniques.
- Acts as a liaison between management and guests.
- Must be able to receive and process reservations in an efficient manner.
- Counts cash drawers and verifies house banks.
- Answers phones and transfer calls to the appropriate rooms or departments.
- Maintains front office logbooks as required.
- Takes wake-up call information and makes wake-up calls if needed.
- Prepares key envelopes for upcoming arrivals of groups.
- Enters reservations into computer.
- Keeps front office and reservation area clean and organized.
- Checks guests in and out in a courteous manner.
- Gives information regarding area attractions and directions to guests.
- Attempts to handle all guests' requests and complaints.
- Places confirmations to be mailed out in envelopes attaching appropriate forms and information.
- Understands and is able to sell all hotel amenities to guests.
- Attempts to honor all requests from guests concerning reservations.
- Is knowledgeable about all discount packages and special programs we participate in.
- Communicates with the sales office and other departments in a professional manner.
- Familiar with property security and key control procedures as well as fire safety procedures.
- Adheres to all established credit and inventory control procedures to minimize loss of revenue.
- Maintains a favorable working relationship with all other company employees to foster and promote a cooperative and harmonious working climate.
- At all times projects a favorable image of the Hotel to the public
- Performs other duties as assigned, requested or deemed necessary by management.

Education and Job Experience

1. Must have high school graduate level mathematical aptitude, know standard cash handling procedures and knowledge of computerized cash register systems.
2. Must have past experience in dealing directly with the public and acquired general knowledge of basic customer service skills. Must be fluent in oral and written English.

Any other suitable combination of qualifications and experience may be considered.

Knowledge, Skills and Abilities

- Must have vision ability to read written communiques and monochrome computer screen.
- Must have hand and finger dexterity to operate computer, calculator and telephone keyboards, for cash handling and paperwork processing.

- While performing the duties of the job, the employee is regularly required to stand, sit, bend, walk, use hands to fingers, or feel objects, tools or controls, lift boxes (up to 15 pounds), talk and hear. Vision abilities required by this job include close vision to a computer screen.
- Must be able to understand and follow verbal/written instructions, work on more than one task at a time, and be able to communicate both verbally and in writing.
- Must be able to use tact and understanding when dealing with a variety of customer service problems, including stressful and highly emotional situations.
- Must be highly organized and able to pay attention to minute written and verbal details, particularly when performing multiple tasks.

Environment

Prolonged standing at indoor, thermostatically climate-controlled workstation under florescent lighting

Application along with Curriculum Vitae and copies of certificates should be **emailed** no later than **4.00 p.m.** on **Friday 29th, December 2023**, addressed to:

The Human Resource Officer
Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd
Isaac T McLeod Building, Cove Eco-Industrial and Business Park
Canoe Bay Road, Cove Estate, Tobago.
E-mail address: hr.officer@e-idcot.co.tt

Unsuitable applications will not be acknowledged.