

'WE ARE WHAT WE REPEATEDLY DO. EXCELLENCE, THEREFORE, IS NOT AN ACT BUT A HABIT'

- Aristotle

At Grand Hotel Excelsior, our commitment to exceptional service is unwavering. We're dedicated to surpassing expectations and empowering our team to deliver unparalleled experiences to every guest. The Grand Hotel Excelsior is seeking a friendly and efficient Telephone Operator to join our team. As a Telephone Operator, you will be the first point of contact for guests, handling all incoming calls and ensuring exceptional service. Your role is crucial in creating a positive first impression and providing outstanding customer service.

TELEPHONE OPERATOR

Closing Date - 30th June 2024

Basis - Part Time

Job Description:

- Answering calls within three rings, with the standard Hotel greeting
- Taking guests messages accurately and ensuring that they are received by the guest
- Directing relevant calls to guest rooms/ hotel outlets/ offices
- Maintaining a neat and tidy workplace
- Assisting at Front Desk if requested to do so
- Having excellent Product Knowledge
- Receiving guest requests and informing the relevant departments accordingly
- Directing calls to relevant departments, taking messages if necessary
- Assisting Front Office in coordinating with Housekeeping and Maintenance for guest requests and room status
- Maintaining and updating local and internal directories
- Testing and reporting faulty lines/equipment
- Accurately logging and performing wake-up calls, according to standard
- Ensuring that guests are aware of relevant group check-outs
- Coordinating with all Hotel departments to maintain and update the Guest Request File
- Performing administrative duties within the Front Office department e.g. preparing the necessary paperwork for arrivals; updating departmental files; performing the bin-check etc.
- Updating guest profiles within the New Hotel system (the hotel's PMS).

Skills and Requirements:

- Previous experience as a telephone operator, receptionist, or in a customer service role is preferred.
- Experience in the hospitality industry is a plus.
- Excellent verbal communication skills.
- Strong listening and problem-solving abilities.
- Proficiency in using telephone systems and office software (e.g., Microsoft Office Suite).
- Multitasking and time-management skills, with the ability to prioritize tasks.
- Professional and friendly demeanour.
- Patience and the ability to remain calm under pressure.
- High level of reliability and punctuality.
- Strong attention to detail.
- Additional certification in customer service or a related field is an advantage.
- Proficiency in English is required.
- Knowledge of additional languages is beneficial.
- Flexible availability, including weekends, holidays, and shift work.
- Understanding of basic hotel operations and guest service principles.

If you're ready to embark on a rewarding journey in the hospitality industry, surrounded by a team dedicated to excellence, we invite you to apply for the Telephone Operator position at Grand Hotel Excelsior. Come be a part of something truly extraordinary. Interested candidates are requested to send their CV and cover letter to hr@excelsior.com.mt.



LVXSM

Preferred
HOTELS & RESORTS

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