



We're Skyliners
Inspired by every smile.

JOB DESCRIPTION

Job Title:	Guest Services Representative
Department:	Guest Services
Group / Team:	Activities
Responsible To:	Operations Manager - Activities & Development Activities Coordinator Guest Services Supervisor
Responsible For: (Total number of staff)	0
Job Purpose:	To ensure the needs of the guests are given priority over all other activities. Always provide the highest level of quality guest service. Manage guest queues ensuring effective guest flow and efficiency. To actively promote all information pertaining to Skyline Queenstown, in a professional manner. To actively promote and upsell all Skyline products to Skyline Queenstown guests. To welcome and greet all incoming staff and guests and deal with any problems, queries that they may have.
Date last reviewed:	May 2022

SKYLINE VALUES



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



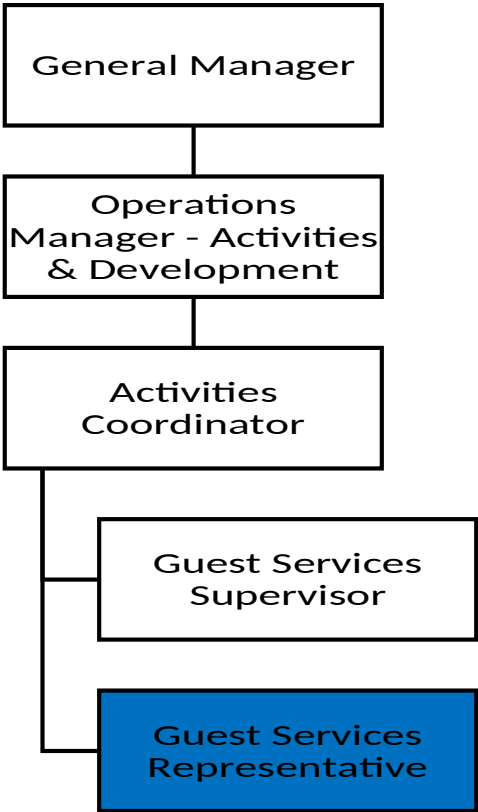
- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed



Organisation Context



Key Relationships

External: • Guests • Travel agents • Tour leaders/guides
Internal: • Activities department • Administration

Key Result Area



Main Duties

- To maintain effective control of the Bottom Terminal and Bookings & Information desk so as to ensure a profitable and efficient operation which reflects the status and image of Skyline Queenstown
- To assume full security and financial responsibility for the Bottom Terminal and Bookings & Information desk, the operation of the POS computer, processing vouchers.
- To ensure sightseeing brochure stock, Skyline Queenstown promotional materials, tickets and administrative materials are maintained at appropriate levels and stored effectively.
- Distribute brochures to guests as required.
- To assist with guest's tickets and boarding of the gondola as and when required.
- Manage ques at both top complex and bottom terminal during busy periods, ensuring efficient flow of guests.
- Maintain communication at all times with relevant staff ensuring all reservation and general information is documented, responded to and accurately filed in an efficient manner
- To take bookings for the restaurant and any other activities including external companies as required.
- Process refunds and dealing with complaints
- Process Skyline Cards and maintain Skyline Card database on a regular basis.
- Manage the collection on online surveys

Guest Service

- To deal quickly and correctly with any guest complaints within the established guidelines.
- To deal with enquiries and questions about Skyline and Queenstown.
- Promptly respond to guest requests and queries by resolving issues in a timely and efficient manner.
- Observe guests and ensure satisfaction with all products and services
- Have complete knowledge of departmental products and services.

Sales

- To ensure every effort is made to provide customers with product/services most suitable for their requirements.
- To ensure the correct procedures are utilised for processing all ticket sales and ensure the till balance reflects a true & accurate record of daily transactions.
- To transport all tills/money/valuables as per procedural guidelines.
- To action directions detailed in Resdiary in a prompt and accurate manner.
- To develop a good knowledge of Intouch applications and have the ability to troubleshoot within procedural guidelines.
- To develop a good understanding of Account facilities and have the ability to troubleshoot within procedural guidelines.



- To develop a good knowledge of Skyline product to increase sales and positive guest feedback.
- To actively participate in all sales opportunities including upselling products and ensuring all sales targets are met

Health & Safety

- To observe and practise safe work methods
- To encourage other workers to work in a healthy and safe manner
- To discourage other workers from working in an unsafe manner
- To report or rectify any unsafe conditions or equipment
- To comply with the Health & Safety policy statement and H&S policies and procedures
- To work in a healthy and safe manner, providing a safe workplace to all employees.
- To use protective/safety equipment wherever provided and required.
- To report all incidents, work related injuries and near misses accurately and timely.
- To participate in any rehabilitation programmes as required.

To be aware of procedures in the event of emergencies such as fire, bomb, in line with Company policy and legislation

Financial Responsibilities

Controls a budget Y/N **NO**

Maximum that may be spent without reference to manager **\$0**

Can spend unbudgeted capital Y/N. **NO**

Is responsible for committing the organisation to long-term contracts **NO**

Signs correspondence for Company **NO**



Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment- including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

I accept the job description for the position of Guest Services Representative

Employee Name
Employee Job Title

Date

