



## **GUEST SERVICES ASSOCIATE - TOBAGO**

### **Company Description**

TECU Credit Union Co-operative Society Limited is considered one of the leading Credit Unions in the country if not in the region. In 2016, TECU celebrated 70 years of Platinum Service to its members. Our vision is to be the preferred provider of integrated financial services through our people, our performance, and our personalized solutions.

### **Position Summary**

Reporting to the Guest House Manager at TECU Coral Reef Resort, Tobago, the Guest Services Associate is responsible for delivering exceptional, courteous, and professional service across all front office operations. This multifaceted role combines administrative support, guest relations, and operational duties, requiring excellent communication, interpersonal skills, financial acumen, and meticulous attention to detail

### **Principal Duties and Responsibilities**

- Manage the entire guest lifecycle, including reservations, check-ins, and checkouts, ensuring a seamless and positive experience.
- Proactively monitor and manage the Reservation Register, addressing cancellations, modifications, and special requests (e.g., late checkouts, early check-ins) efficiently.
- Serve as the first point of contact for guest inquiries, complaints, and special requests, resolving issues promptly and escalating when necessary.
- Operate as the Resort's primary receptionist, managing communications, disseminating information, and coordinating messages and calls effectively.
- Implement secure key management procedures, including issuing room keys and escorting guests to their accommodations when appropriate.
- Process guest payments accurately, adhering to the Resort's financial protocols and maintaining detailed records of all transactions.
- Maintain open communication with the Guest House Manager, promptly reporting any unusual occurrences or significant guest feedback.
- Utilize property management software to maintain accurate guest accounts, generate reports, and support overall recordkeeping efforts.
- Collaborate with housekeeping staff to optimize room readiness and overall guest satisfaction.
- Demonstrate initiative in identifying and addressing operational issues, contributing to continuous improvement efforts.

- Promote and upsell resort amenities and services to enhance guest experiences and drive additional revenue.
- Ensure compliance with all safety and security protocols, maintaining a secure environment for guests and staff.

### **General Qualification and Experience**

#### Minimum Acceptable Academic/Technical/Professional Qualifications

- Five (5) CSEC/CXC/GCE O' Levels, including **\*\*Mathematics and English\*\***
- Certificate or Diploma in Hospitality Management or related field preferred
- Professional certifications in customer service and computer literacy highly desirable

#### Minimum Experience Requirements

- Two (2) years of experience in a hotel, resort, or similar customer-facing hospitality environment

*Or any equivalent combination of qualification and experience*

#### Other

- Exceptional verbal and written communication skills with a focus on professional and empathetic guest interactions
- Proficiency in property management systems and Microsoft Office Suite
- Strong problem-solving and decision-making skills, with the ability to work independently
- Critical thinking and attention to detail in managing guest accounts and financial transactions
- Flexibility to work varying shifts, including weekends and holidays
- Demonstrated ability to maintain composure and deliver high-quality service in high-pressure situations

**An attractive and negotiable compensation package is attached to this position.**

**Please submit your application by 19 July 2024 via this link:**

**<https://www.caribbeanjobs.com/GUEST-SERVICES-ASSOCIATE-TOBAGO-Job-189432.aspx>**

**Unsuitable and late applications will not be acknowledged**