

Guest Services Officer Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	5
4. Qualifications and Requirements	6
5. Working Conditions	6
6. Award Information	7
7. Expected Behaviours	7
8. Application Process	8

1. Position Overview

1.1 Position Title

Guest Services Officer / Guest Relations Officer / Guest Experience Officer

1.2 Position Summary

The Guest Services Officer is responsible for delivering exceptional personalised service and creating memorable experiences for hotel guests. This role goes beyond standard front desk duties to proactively anticipate guest needs, handle special requests, resolve complaints professionally and ensure VIP guests receive premium service throughout their stay.

The position requires excellent interpersonal and problem-solving skills, deep knowledge of hotel services and local area, ability to remain composed under pressure and a genuine passion for hospitality excellence. The Guest Services Officer acts as a key ambassador for the hotel brand and plays a crucial role in guest satisfaction and loyalty.

1.3 Reporting Structure

This position reports to:

- Guest Services Manager / Guest Relations Manager
- Front Office Manager
- Hotel Manager / General Manager

1.4 Employment Type

This position is available as:

- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Guest Relations and Experience Management

- Provide personalised, attentive service to all guests throughout their stay
- Proactively engage with guests to identify needs and preferences
- Build rapport with guests and create welcoming, memorable experiences
- Monitor guest satisfaction and anticipate potential issues
- Follow up with guests during their stay to ensure satisfaction
- Coordinate surprise amenities and special touches for guests
- Maintain guest profile information and preference records
- Foster guest loyalty and encourage return visits

2.2 Complaint Resolution and Service Recovery

- Handle guest complaints with empathy, professionalism and urgency
- Listen actively to understand the root cause of guest concerns
- Implement immediate service recovery solutions
- Escalate complex issues to management when necessary
- Follow up with guests to ensure issues have been resolved satisfactorily
- Document all complaints and resolutions in property management system
- Identify patterns in complaints and recommend improvements
- Turn negative experiences into positive outcomes through effective recovery

2.3 VIP and Special Guest Services

- Manage arrival and welcome experiences for VIP guests
- Coordinate special requests including room preferences and amenities
- Arrange welcome gifts, champagne service and personalised touches
- Provide concierge-level services for premium guests
- Maintain discretion and confidentiality for high-profile guests
- Build relationships with repeat and loyalty program guests
- Coordinate with all hotel departments to deliver seamless VIP service

2.4 Special Request Coordination

- Process and fulfil special guest requests efficiently
- Coordinate celebration arrangements (birthdays, anniversaries, proposals)
- Arrange restaurant reservations at external establishments
- Organise transport, tours and activity bookings
- Coordinate with spa, restaurant and other hotel facilities
- Source external services and products as required
- Ensure all requests are completed to high standards
- Follow up to confirm guest satisfaction with services provided

2.5 Guest Communication and Information

- Respond to pre-arrival enquiries and special requests
- Provide detailed information about hotel facilities and services
- Offer expert recommendations on local dining, attractions and activities
- Advise on transport options and travel logistics
- Communicate important hotel information and updates to guests
- Handle email and phone enquiries professionally and promptly
- Maintain comprehensive knowledge of local area and events

2.6 Front Desk and Administrative Support

- Assist with check-in and check-out procedures when required
- Support front desk operations during peak periods
- Process room moves and upgrades
- Update guest profiles and reservation notes in PMS
- Prepare daily VIP arrival reports for management
- Coordinate with housekeeping on special room preparations
- Maintain accurate records of guest interactions and requests

2.7 Quality Assurance and Improvement

- Monitor guest feedback on review sites and surveys
- Respond to online reviews professionally and appropriately
- Identify trends in guest feedback and suggest improvements
- Participate in service quality initiatives
- Contribute to training and development of front office team
- Share guest insights with management and relevant departments

3. Required Skills and Attributes

3.1 Essential Skills

Advanced Customer Service Excellence

Exceptional interpersonal skills with ability to build genuine connections with guests. High emotional intelligence and empathy. Ability to read guest needs and preferences. Professional, polished communication style. Passion for creating memorable experiences and exceeding expectations.

Problem-Solving and Service Recovery

Strong problem-solving abilities with creative, solution-focused approach. Ability to remain calm and professional when handling complaints. Sound judgement in making service recovery decisions. Conflict resolution skills. Ability to turn negative situations into positive outcomes.

Communication Excellence

Outstanding verbal and written communication skills. Active listening abilities. Professional email and phone etiquette. Ability to communicate with diverse guests from various cultural backgrounds. Multilingual abilities highly valued. Clear, articulate speaking voice.

Knowledge and Expertise

Comprehensive knowledge of hotel operations, facilities and services. Deep understanding of local area including restaurants, attractions, shopping and entertainment. Awareness of cultural sensitivities and VIP protocols. Proficiency with property management systems and guest databases.

3.2 Personal Attributes

- Professional presentation with polished appearance and demeanour

- Warm, approachable personality with genuine care for guest wellbeing
- High attention to detail and follow-through
- Proactive, anticipatory approach to service
- Discretion and trustworthiness with confidential information
- Resilience and composure under pressure
- Flexibility to adapt to changing guest needs
- Team player who collaborates effectively with all departments
- Initiative and resourcefulness in finding solutions
- Cultural awareness and sensitivity

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Minimum 2 years experience in hotel guest services or luxury hospitality
- Proven track record in complaint resolution and service recovery
- Excellent written and verbal English communication skills
- Ability to work flexible roster including weekends and public holidays

4.2 Desirable Qualifications

- Diploma or Degree in Hospitality Management
- Experience in 4-5 star hotel environment
- Advanced PMS experience (Opera, Protel or similar)
- Concierge or Guest Relations certification
- Additional language skills (particularly Asian languages)
- Knowledge of luxury brand standards
- Customer service excellence certifications

4.3 Experience

Candidates should have substantial experience in guest-facing hospitality roles with demonstrated ability to handle complex guest situations. Experience managing VIP guests, resolving complaints and coordinating special requests is essential. Previous work in luxury hotels, resorts or premium service environments is highly regarded.

5. Working Conditions

5.1 Hours of Work

- Typically day shifts (7am-3pm or 9am-5pm) to align with guest needs

- Some evening shifts may be required for VIP arrivals or special events
- Regular work on weekends and public holidays
- Shift lengths typically 8 hours
- Flexibility required for high-profile guest arrivals
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking throughout hotel for extended periods
- Good eyesight for computer work and documentation
- Clear speaking voice for phone and face-to-face communication
- Ability to move around hotel quickly to address guest needs
- Occasional light lifting (guest items, amenity packages)

5.3 Work Environment

- Professional hotel lobby and office environment
- Air-conditioned indoor workspace
- Interaction with guests, management and all hotel departments
- Fast-paced environment requiring multitasking
- Occasional stressful situations requiring composure
- May need to visit guest rooms for service delivery

5.4 Uniform and Presentation

- Professional business attire or hotel uniform provided
- Impeccable grooming and presentation standards
- Polished professional footwear
- Minimal, elegant jewellery
- Professional hairstyle and grooming
- Name badge worn at all times

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels, motels and other accommodation businesses.

6.2 Classification Level

Guest Services Officers are generally classified under the award as:

- Level 3: Guest Services Officer with complaint resolution and guest relations duties
- Level 4: Senior Guest Services Officer with advanced responsibilities and VIP management
- Level 5: Guest Services Supervisor with team coordination responsibilities

The specific classification level will be determined based on the duties performed, experience level and scope of responsibilities.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Evening work (after 7pm): Additional loading may apply
- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies

Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Maintain highest standards of professionalism at all times
- Treat all guests with respect, empathy and genuine care
- Maintain strict confidentiality regarding guest information
- Follow hotel policies, procedures and brand standards
- Represent the hotel positively in all interactions
- Arrive punctually in full professional attire

7.2 Service Excellence Standards

- Deliver personalised, anticipatory service to every guest
- Go above and beyond to create memorable experiences
- Handle all situations with grace, patience and professionalism
- Follow up diligently on all guest requests and concerns
- Maintain comprehensive knowledge of hotel and local area
- Seek opportunities to surprise and delight guests

7.3 Problem Resolution Approach

- Take ownership of guest complaints and see through to resolution
- Listen actively and empathetically to guest concerns
- Remain calm and professional in challenging situations
- Implement effective service recovery solutions promptly

- Learn from guest feedback and suggest improvements
- Document all issues and resolutions thoroughly

7.4 Teamwork and Collaboration

- Communicate effectively with all hotel departments
- Share guest information to ensure seamless service
- Support colleagues during busy periods
- Participate actively in team meetings and training
- Mentor and guide front office team members
- Accept feedback constructively and implement improvements

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting hospitality experience
- Cover letter demonstrating passion for guest services and relevant achievements
- Copies of relevant certificates (hospitality qualifications, certifications)
- Contact details for two professional referees from hospitality industry

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview with guest services manager
- Scenario-based assessment for complaint resolution
- Reference checks
- Police check (working with public)

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____