



## **Ski Club of Victoria**

### **Job Description**

#### **Guest Services Agent Receptionist**

**Reports to: Front Office Manager**

**Position Overview:**

To ensure the highest level of customer service is offered and maintained at all times to all guests. Through the use of effective Front Office skills you will provide efficient service for guest registration and departure; maintain accurate guest accounts and provide accurate, helpful information. Attend to all incoming calls via the switchboard in a professional and polite manner, constantly striving to provide Total Customer Satisfaction. Maintain strict security procedures to ensure guest confidentiality and safety.

Summit Road (PO Box 62) Mt Buller Victoria 3723

Phone: 1300 554 709 Intl: +61 3 5777 6024 Fax: (03) 5777 6722 e: [reservations@skivictoria.com.au](mailto:reservations@skivictoria.com.au)