Position Description – Guest Experience Officer

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| **Position** | Guest Experience Officer | | | | **Job Family** | | BG Operations | |
| **Location** | Wai Ariki Hot springs & Spa | | | | **Seniority** | | BL Employee | |
| **Reporting to** | Cultural & Guest Experience Manager | | | | **Business unit** | | Belgravia Leisure | |
| **Entity** | B-Leisure NZ (Belgravia) | | | | **Division** | | Tourism and Wellness | |
| **Position Summary & Purpose** | | | | | | | | |
| This is a unique opportunity, guided by a strong Ngāti Whakaue Māori cultural story to establish a world class Spa and Wellness facility. Kaupapa Ngāti Whakaue Māori principles, (manaakitanga, whanaungatanga and aroha) underpin the Spa’s unique ‘point of difference’ and authenticity.  The Guest Experience Officer provides outstanding customer service through the operation of the front reception, handling bookings and enquiries, and general customer support in accordance with established operational routines and procedures. The role will also be available to assist with front of house merchandise sales and food and beverage services as required. | | | | | | | | |
| **Position Dimensions** | | | | | | | | |
| **Revenue budget** | NIL | | | | **No. of direct reports** | | NIL | |
| **Expenditure budget** | NIL | | | | **No. of people under leadership** | | NIL | |
| **Job Description** | | | | | | | | |
| **ROLE AND RESPONSIBILITIES**   * To ensure exceptional 5-star guest experiences are delivered at Wai Ariki Hot Springs and Spa * Foster positive and consistent guest relations, handle guest enquiries and complaints * Contribute to and ensure delivery of front of house guest journey touch points * Responsible for efficient and accurate point of sale and cash transactions including end of shift reconciliations * Guest Experience Officers will be trained in the basics of Te Reo Māori (if not already fluent) and all employees will ensure its usage on a day-to-day basis including greetings and farewells * Assist in all front of house areas of the operation including reception, retail, food and beverage and/or other departments as/when required | | | | | | | | |
| **Expected Outcomes** | | | | | | | | |
| **GUEST EXPERIENCE** | | | * Provide the highest level of customer service possible and be friendly and helpful * Answer enquiries in a friendly and efficient manner * Provide accurate information in person or in response to phone enquiries * Engage with customers in a manner that appropriately and authentically represents the Ngāti Whakaue, through the use of te reo and sharing of cultural information that is easy for the customer to understand and enhances their experience * Promote and exercise good public relations at all times * Proactively generate repeat patronage from visiting guests * Ensure consistent high standards of personal presentation * Recognise regular guests and VIPs by name and in a courteous manner * Ensure confidentiality of all guest information is maintained. | | | | | |
| **ADMINISTRATION** | | | * Point of sale entries and end of shift reconciliations are accurate and timely * Perform administrative duties relevant to the position and in relation to bookings * Opening/closing of the centre in accordance with security and safety procedures. | | | | | |
| **GENERAL DUTIES** | | | * Maintain a good understanding of Te Reo Māori me ngā Tikanga and instil these practices into the organisation * Assist with sale of merchandise and kiosk goods, stocking of merchandise and kiosk items, inventory checks on an as required basis * Assist with food and beverage sales and service on an as required basis * Participate in regular in-house training sessions * Maintain currency of qualifications relevant to the position * Assist with training of other staff at the same level or at a lower level | | | | | |
| **Ownership, Cultural Representation & Advocacy** | | | | | | | | |
| **PUKEROA ORUAWHATA TRUST’S MISSION & VISION**  Wai Ariki Hot Spring & Spa is owned by Pukeroa Lakefront Holdings Limited, a wholly owned subsidiary of the Pukeroa Oruawhata Trust, established in 1980 with a mission to manage and enhance their land and assets into sustainable wealth and benefits for their owners, tribe and community and a vision to return Ngāti Whakaue to its full and rightful land ownership position, including titles to their reserves and recognition of mana over the Rotorua township.  **ONGOING COMMITMENT TO TE REO MAORI AND NGĀTI WHAKAUE**  A commitment to working towards learning te reo Maori (if not a current speaker), as well as learning about the whanau, hapu and iwi within the Trust’s rohe. | | | | | | | | |
| **Organisational Context** | | | | | | | | |
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| **Workplace Health & Safety** | | | | | | | | |
| **INDIVIDUAL ACCOUNTABILITY**   * Take reasonable care for their own health and safety * Take reasonable care for the health and safety of others who may affected by their acts or omissions * Cooperate with anything the employer does to comply with health and safety requirements * Not 'intentionally or recklessly interfere with or misuse' anything provided at the workplace for health and safety * Participate in formal and informal discussions, hazard inspections, risk assessments and risk controls. * Report and record and assist in the investigation and documentation of accidents/incidents and near misses. * Ensure the maintenance and use of PPE where required. | | | | | | | | |
| **Qualifications** | | | | | | | | |
| **ESSENTIAL QUALIFICATIONS**   * NZ Police check | | | | **DESIRABLE QUALIFICATION**   * Ability to understand and speak Te Reo Māori * An understanding of Ngāti Whakaue Culture * First Aid / CPR certificate | | | | |
| **Knowledge / Experience** | | | | | | | | |
| **GUEST EXPERIENCE**   * Previous experience in customer service role(s) is essential * Proven ability to accurately and efficiently handle customer enquiries, bookings, sales, computer keyboard and data entry and associated administrative processes   **PERSONAL WELLBEING**   * Role model for personal health and well being   **COMMUNICATION**   * Is an engaging and competent communicator * Communication is clear, well thought through and self-confident * Demonstrates an ability to listen   **ORGANISATIONAL CULTURE**   * Able to demonstrate alignment with the organisation’s cultural values and role model key cultural messages   **INITIATIVE & RESOURCEFULNESS**   * Uses initiative and creativity * Identifies issues and works proactively to resolve or minimise them   **RESILIENCE**   * Maintains effectiveness in the face of setbacks or pressure; remains calm, stable and solutions-focused * Is agile, responsive, and able to adapt to changing needs and priorities | | | | | | | | |
| **Position Occupant’s Full Name** | |  | | | | **Position Start Date** | |  |
| **Position Occupant’s Signature** | |  | | | | **Date Signed** | |  |

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