



Code:	RDTO005	JOB DESCRIPTION 
Job Title:	Telephone Operator	
Department:	Room Division	
Reporting to:	Concierge Manager	

Job Title	Telephone Operator	Department	Room Division
Entity	IKOS ANDALUSIA	Location:	Estepona (Málaga-Spain)
Reporting to:	Concierge Manager	Responsible for:	n/a
Job Purpose Overview	To receive and deliver telephone calls from internal and external guests according to hotel standards ensuring maximum guest satisfaction.		
Key Responsibilities	<p>Main duties:</p> <ul style="list-style-type: none"> • To follow all telephone usage guidelines, and standard greetings as prescribed by the department operational manual. • To have an excellent knowledge of switchboard operation. • To maintain an analytical list with all internal, external numbers as well as the company mobile phone list. • To efficiently assist the external callers by directing calls to the relevant and correct department. • To maintain and update regional/international call directories. • To immediately report faulty lines/equipment. • To offer accurate wake-up logging/executing. • To complete the internal message forms and deliver message to the relevant recipient. • To compile daily arrival folders. • To maintain neat and tidy workplace. • To have a very good knowledge of the hotel and resort generally. • To follow the emergency procedure in case of power failure. <p>General duties:</p> <ul style="list-style-type: none"> • To respond to any changes in the department function as dictated by the company. • To report for duty punctually follow the company grooming standards. • To provide a courteous and professional service at all times. • To maintain good working relationships with colleagues, and all other departments. • To have a complete understanding of the employee handbook and adhere to the regulations contained within. • To have a complete understanding of and adhere to the company's policy relating to Fire, Hygiene, Health and Safety. • To maintain a high standard of personal appearance and hygiene at all times. <p>Occasional Duties:</p> <ul style="list-style-type: none"> • To carry out any other reasonable duties and responsibilities as assigned by the Concierge Manager. 		

Code:	RDTO005	JOB DESCRIPTION 
Job Title:	Telephone Operator	
Department:	Room Division	
Reporting to:	Concierge Manager	

Skills & Abilities	<ul style="list-style-type: none"> • Excellent verbal and writing communication skills in both English/Spanish. • Outstanding experience in handling reservation inquiries in the hotel industry • Profound knowledge of attending to incoming and outgoing call. • Deep knowledge of maintaining cordial relations with all guests • Solid understanding of giving special treatment to VIP guests.
Qualifications	<ul style="list-style-type: none"> • High School Diploma or equivalent. • Degree/Diploma in Hospitality/Tourism would be a plus.
Knowledge & Experience	<ul style="list-style-type: none"> • Basic computer proficiency. • Data entry experience. • Working knowledge of office equipment, such as copiers, fax machines, and scanners. • Call center experience. • Experience in sales. • Proficiency in English (oral and written). • Good command of a second language (Russian, German, French) would be a plus.
Special Working Conditions	<ul style="list-style-type: none"> • Be prepared to work a flexible roster including evening and weekend duties on a frequent basis.

Document created on:	Latest revision on:	HR Signature	Signature