## Activity: Working in customer service at the Radisson Hotel

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<th>Introduction</th>
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| Ask young people to read the interview with Rob Collier manager at the Radisson.  
What is his role?  
What are his responsibilities?  
What are his views on customer service? |  |

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<th>Plenary</th>
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<td>Ask young people to feedback what they have found out.</td>
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<td>Now, either as individuals, in pairs or small groups, ask them to consider the following scenarios. What would they do?</td>
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| • A guest arrives at reception to check in. We do not have their reservation and we are full. How would staff at the Radisson react?  
• A guest complains about the level of noise from the room next door.  
• A guest complains that their meal in the restaurant was poor  
• A guest complains that their car has been damaged on the car park.  
• A guest complains that the room is too hot and the air conditioning is not working. |  |

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<td>Ask young people to feedback their ideas on what hotel staff might do.</td>
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<td>Ask young people to role play these scenarios and see if their solutions work. Ask them to take it in turns to be the customer and the member of hotel staff.</td>
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# Activity: Recruitment

## Brief
You have been asked by the manager of the Radisson Hotel to write an advertisement for a new member of waiting staff and a guest service representative. Look at the job descriptions and write an online job advertisement. Research how other companies advertise job vacancies online. Look at other websites to see what sort of information is provided in job advertisements.

## Activity
Work in pairs. Take it in turns to be the applicant and the interviewer. Put together an application for this job including a covering letter and a CV for the advertised post.

## Activity
**Interviewer**
Now prepare interview questions so that you can find out if the people who apply for the jobs are suitable.

If you are the interviewer make sure you have read the Job Description and the job application. What sorts of questions will you ask?

Make sure your questions are fair and that they enable you to compare candidates fairly.

**Applicant**
Try to think of questions that you might be asked and rehearse answers. Make sure you can give examples/evidence of skills you have to back up your CV and letter of application. Consider who you might ask to be a referee?

## Review
What went well in the interview, what could have been better? How? What was it like to be the interviewer? What was it like to be the interviewee?

## Plenary
Feedback to the group on your experiences.
Job Description

POSITION Wait Person

DEPARTMENT Brasserie & Room Service

REPORTS TO Food & Beverage Services Manager

PRIMARY OBJECTIVE OF POSITION

To increase guest satisfaction by providing efficient, prompt, trouble free and courteous food and beverage service to guest in the restaurant (banquet) in line with departmental and hotel guidelines, and Radisson SAS Corporate guidelines and service concepts.

TASKS, DUTIES AND RESPONSIBILITIES

PROVIDE EFFICIENT, PROMPT, TROUBLEFREE, AND COURTEOUS SERVICE

• Provides efficient, prompt, trouble-free, and courteous service by bussing, serving and setting tables.
• Accurately records, pre-checks, and picks up all food and beverage orders.
• Serve guests their food and beverage promptly and courteously.
• Sets tables as needed prior to guest arrival.
• Ensures that the working area and station are stocked with “mise-en-place” and kept clean and tidy at all times.
• Ensures the smooth running of the assigned station at all times.
• Maintains a thorough working knowledge of food and beverage menus, to be able to advise guests on selection and promote additional sales accordingly.
• Promotes additional sales by taking opportunities to up-sell, in a manner that is professional and courteous.
• Is familiar with all equipment relating to the banqueting function (e.g. TV, projector, VCR etc.)
• Makes clear orders to kitchen production, and bar regarding beverages; registers orders according to hotel procedures.
• Confers with the Restaurant Supervisor concerning set-ups and last minute changes.
• Confers with Banquet Manager regarding last minute arrangements to co-ordinate with kitchen production.
• Checks the restaurant list frequently during the shift.

SECURITY, HEALTH AND SAFETY

• Ensures that own cash is secure at all times.
• Ensures all discrepancies in own cash are declared to the Restaurant Supervisor and Controller.

• Maintains high confidentiality in regards to guest privacy
• Notifies the Restaurant Supervisor and Executive Housekeeper regarding lost and found objects.
• Reports all potential and real hazards appropriately.
• Fully understands the hotel’s fire, emergency, and bomb procedures.
• Follows emergency procedures to provide for the security and safety of guests and employees.
• Works in a safe manner that does not harm or injure self or others.
• Supports a safe hotel by applying hotel regulations, and adhering to existing laws and regulations.
• Anticipates possible and probable hazards and conditions and notifies the Restaurant Supervisor.
• Maintains a high standard of personal hygiene, dress standard, uniform appearance and body language at all times.

MISCELLANEOUS

• Refers guests to Restaurant Supervisor regarding requests for information about the hotel and its surroundings.
• Stays current with activities in the hotel by reviewing the communication log book each shift; updates log book for next shift.
• Assists the Restaurant Supervisor when requested.
• Attends meetings and training required by the Restaurant Supervisor.
• Accepts flexible work schedule necessary for uninterrupted service to hotel guests.
• Continuously seeks to endeavour professionalism in own job function.
• Knows;
  − Hotel fire, bomb and emergency procedures.
  − Hotel health and safety policies and procedures.
  − Hotel facilities and nearby sights of interest and importance (i.e. hospitals, stations, tourist sights).
  − Hotel and corporate marketing and promotional.
  − Corporate clients and clients generating high business volume.
  − Union agreements.
  − To carry out any reasonable instructions as directed by the Senior Management team or the Senior Manager.

SIGNED: _______________________

DATE: ______________________
Job Description

POSITION  Guest Service Representative

DEPARTMENT  Front Office

REPORTS TO  Service Manager

PRIMARY OBJECTIVE OF POSITION

To increase customer satisfaction by providing efficient, prompt, trouble free and courteous Font Office service connected with arriving, and in-house guests, in line with the hotel’s guidelines, and Radisson SAS corporate guidelines and service concepts.

TASKS, DUTIES AND RESPONSIBILITIES

PROVIDE THE HIGHEST STANDARD OF SERVICE TO GUESTS

• Is available to register, process, and greet guests promptly.
• Checks the daily arrival list.
• Welcomes customer to the hotel.
• Responds to customer requests for information about the hotel and its surroundings.
• Arranges for special services requested by the customer.
• Stays current with developments in the hotel by reviewing the communication log book each shift; updates log book for next shift.
• Arranges fulfilment of customer services by working with:
  − Bell staff
  − Housekeeping
  − Reservations
  − Room Service
• Allocates rooms and issues appropriate keys.
• Follows-up and verifies arrivals by updating registration cards in regards to spelling of guest’s name, address and method of payment.
• Changes room rates and guest rooms if approved by Service Manager.
• Handles incoming guest room reservations.
• Handles reservations for guests with rental cars, restaurants, etc.
• Is aware, at all times, of current room status and room availability.
• Is aware of Radisson SAS service concepts.
• Is fully aware of, and knows how to handle, all current and future hotel promotions.
• Utilises yield management to maximise room revenue.
• Increases hotel revenue by promoting food and beverage alternatives within the hotel.
• Knows the names of key people within Radisson SAS and SAS.
• Minimises loss of revenue by adhering to all established credit procedures
• Insures all guests establish credit upon check-in.
• Monitors customer accounts to insure adherence to hotel credit limits by completing high balance reports and verifies accuracy of registration information.

• Improves timeless of cash flow by adhering to established credit and
inventory control procedures.
• Receives proper approval codes for cash and credit card paying customers.
• Identifies and records special billing instructions and notifies accounting and Service Manager.
• Completes Shift closing accurately by getting appropriate approval signatures and authorisation codes.
• Adheres to hotel policies regarding the use of cash banks.
• Communicates effectively with guests, colleagues, and supervisors.
• Demonstrates teamwork by co-operating and assisting colleagues as needed.
• Handles difficult situations effectively.
• Communicates open and closed dates, availability and condition of rooms to Service Manager.
• Keeps effective key control.
• Ensures that guest mail and messages are delivered promptly.
• Demonstrates a working knowledge of all services and facilities of the hotel, and effectively assists the hotel’s guests.
• Issues safety deposit boxes to guests upon request.
• Uses the ABC approach to respond to negative comments and complaints; and notifies Service Manager immediately for appropriate follow-up.

KNOWLEDGE OF FRONT OFFICE TECHNOLOGY

• Is fully conversant with the hotel reservation system.
• Is able to operate switchboard, telefax, key equipment, credit card, machines and printers, hotel alarm systems, and other Front Office equipment.

SECURITY, HEALTH AND SAFETY

• Ensures that own cash is secure at all times.
• Ensures all discrepancies in own cash are declared to the Service Manager and Controller.
• Ensures that guest details are not disclosed.
• Maintains high confidentiality in regards to guest privacy.
• Takes action on any suspicious behaviour of guests and staff and reports to Service Manager and Security for proper follow-up.
• Informs Service Manager and Executive Housekeeper regarding lost and found objects.
• Ensures that all potential and real hazards are taken care of immediately, and are reported appropriately.
• Fully understands the hotel’s fire, emergency, and bomb procedures.
• Follows emergency procedures to provide for the security and safety of guest and employees.
• Works in a safe manner that does not harm or injure self or others.
• Supports a safe hotel by applying hotel regulations, and adhering to existing laws and regulations.
• Anticipates possible and probable hazards and conditions and informs the Service Manager and Department Heads accordingly.
• Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.

MISCELLANEOUS

• Assists the Service Manager when requested.
• Attends meetings and training required by Service Manager.
• Accepts flexible work schedule necessary for uninterrupted service to hotel guests.
• Maintains own working area, and materials clean, tidy and in good shape; reports defective materials and equipment to the Service Manager.
• Continuously seeks to endeavour professionalism in own job function.
• Knows:
  − Hotel fire, bomb and emergency procedures.
  − Hotel health and safety policies and procedures.
  − Hotel facilities and nearby sights of interest and importance (i.e. hospitals, stations tourist sights).
  − Hotel and corporate marketing and promotional programs.
  − Corporate clients and clients generating high business volume.

SIGNED: _____________________

DATE: _____________________