**JOB DESCRIPTION**

Royal Service Agent / Telephone Operator

Your knowledge of the hotel and the technical skill you display when responding to Guest telephone calls will prove you truly are a Fairmont professional. As a Royal Service Agent, effective and engaging communication is the key when speaking to fellow Colleagues and Guests.

Hotel Overview: Refined elegance and sophistication flow into each of the 808 well-appointed non-smoking deluxe guest rooms and suites at The Fairmont San Jose. Located near Silicon Valley in Northern California, this 20-story two tower masterpiece caters to discerning and well-traveled business professionals who expect impeccable quality from their accommodations.

Summary of Responsibilities:

Reporting to the Front Office Manager, responsibilities and essential job functions include but are not limited to the following:

- Consistently offer professional, friendly and engaging service
- Process all external and internal calls either by redirecting calls or assisting the caller
- Take ownership of the caller’s request and ensure follow up according to the hotel’s standards
- Have a sufficient working knowledge of all departments, in particular Housekeeping, Front Office and Engineering
- Maintain and monitor the “Royal Service” software system
- Serve as a liaison for Guests requiring information relating to all aspects of the hotel
- Handle & distribute faxes, voice messages & written messages for internal & external Guests
- Have full knowledge of the hotel’s emergency procedures
Follow department policies, procedures and service standards

Follow all safety policies

Other duties as assigned

3 TO 5 KEY SKILL SETS REQUIRED

Other Qualifications:

• Previous customer related experience an asset

• Must possess outstanding guest services skills and sophisticated verbal communication skills

• Computer literate in Microsoft Window applications required

• Strong interpersonal and problem solving abilities

• Highly responsible & reliable

• Ability to work well under pressure in a fast paced environment

• Ability to work cohesively with fellow colleagues as part of a team

• Ability to focus attention on guest needs, remaining calm and courteous at all times

Physical Aspects of Position (include but are not limited to):

• Frequent sitting throughout shift

• Occasional standing, kneeling, pushing, pulling, lifting

Visa Requirements: Must be able to provide proof of eligibility to work in the US