

**PERSON SPECIFICATION**  
**Guest Services Coordinator**

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview *
To be able to demonstrate relevant hotel/hospitality industry experience when applying for this post or a similar role in the Hospitality sector.	Essential	Application Form / Interview / Supporting Statements
To be able to demonstrate experience of working under pressure with the ability to prioritise competing deadlines, while remaining adaptable to changing working demands and environments.	Essential	Interview
To be able to maintain an efficient Guest Rooms and Food and Dining diary ensuring capacity and revenue are maximised.	Essential	Interview
To be able to offer a consistent and high standard of customer service including experience of dealing with a range of customer queries/ concerns in a professional manner.	Essential	Interview
Evidence of the ability to act on own initiative and to be proactive in identifying opportunities for up-selling and finding solutions to problems.	Essential	Interview / Supporting Statements
To be an efficient communicator- able to demonstrate excellent communication skills, both spoken and written, to deal with a wide diversity of people.	Essential	Application Form / Interview / Supporting Statements
To be able to present information in an accurate and appropriate format, including monthly reports.	Essential	Application Form / Interview / Supporting Statements
To be a team player with the ability to cooperate as part of a wide team and to have a flexible approach to work.	Essential	Interview / Supporting Statements
Experience of using booking systems, databases, Excel spreadsheet packages to be able to maintain occupancy levels and produce invoices, statements and purchase orders.	Essential	Application Form / Interview / Supporting Statements
Experience of ensuring that Health & Safety and Financial Regulation processes and audits are in place.	Desirable	Interview
GCSE in English and Mathematics and able to demonstrate excellent IT skills.	Essential	Application Form

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- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
- **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.