

## GUEST SERVICE AGENT

Do you think just a bit differently? Are you open minded, warm and genuine? Are you curious by nature and flexible? Then we just may want to talk to you.....

The Hotel Group is seeking full time vibrant and experienced Guest Service Agents to commence in mid January at the Olsen and Cullen Hotels.

Art Series Hotels are a group of 5 star boutique luxury hotels in Melbourne- Australia's cultural and event capital. Each Art Series Hotel is named after and takes design inspirations from Australia's greatest artists.

Newly opened in October 2009, the Cullen takes pride of place opposite the Prahran markets on Commercial Road. The Flagship Hotel of the group; The Olsen opens March 1 2010 only seconds from stylish Chapel Street, South Yarra followed by the Blackman in July 2010 on St Kilda Road.

Brimming with artwork both originals and prints, find yourself amongst the treasured mystical landscapes of John Olsen (239 rooms), delicate scenes of Charles Blackman [207 rooms], or the controversial works of Adam Cullen (113 rooms).

### KEY RESPONSIBILITIES WILL INCLUDE:

- Providing unique guest experiences from the guests arrival to departure including checking guests in and out, telephone enquires and providing information on local tourist attractions and Hotel guest services.
- At all times striving to achieve our mission which is 'A genuine commitment to create a unique and inspiring experience' which is to be extended to our guests, our stakeholders and our people
- Understanding, building relationships and exceeding the expectations of our eclectic mix of guests who seek unique, independent and luxury hotel experiences, who are proud of knowing what is fine, love expressing their individuality and think outside the square
- Celebrating Adam Cullen's art with our guests by providing insight into the artist's inspiration, art tours with our art curator and directing guests to galleries.
- Living and breathing our core values to create a common culture that is soulful, engaging, cultured, alluring, inspirational and living by the beat of our own drum.

### THE IDEAL CANDIDATE WILL POSSESS:

- At least 12 months experience with Opera in a luxury boutique Hotel reservations or front office role.
- Attention to detail and good time management skills
- Excellent written and verbal communication skills with internal and external guests.
- A passion to embrace the art culture.
- Exceptional personal presentation.
- A strong knowledge of the Prahran and South Yarra local area.
- Understanding of the Prahran and South Yarra diverse demographics and nuances of it's culture.
- Appreciation and discretion of the needs and expectations of high end travellers in all market segments.
- Full drivers licence

If you know you can excel in this highly lucrative role, let us know about you!

Please Email your cover letter and resume to the Art Series Hotel Team at [careers@artserieshotels.com.au](mailto:careers@artserieshotels.com.au)