

**Location:** Toronto Pearson Airport - YYZ

**Position:** Guest Service Officer

**Department:** Operations

**Terms of Employment:** Permanent, Full-time, Part Time, Shift, Weekend, Day, Evening, Holidays

**Reports to:** Senior Guest Officer or Assistant Supervisor

### **Overall responsibility**

Greet and check-in passengers as well as monitor lounge condition.

### **Key Areas of Duties and Responsibility**

- To be able to show an exceptional first impression, register and check in guests according to the Administrative Instruction (AI), monitor guests entering and leaving the lounge.
- Inform guests of Walk-in prices, promotions, facilities and services, ensure all sales are captured in the various portals accurately.
- Perform customer verifications, verify payment method and process, collect accurate payment.
- To contact airlines for any necessary information if requested by the customer.
- To provide information of the airport and its facilities (Flight schedules and airlines information, direction to the departure gates, etc.) to the customers.
- To assist passengers with their luggage if required.
- To assist with inventory check of beverages and lounge equipment.
- To collect dirties and support the back of the house, ensure washroom & shower room checks are done.
- To prepare and serve coffee, cappuccino, latte and alcoholic drinks, upsell premium drinks at the bar and handle bar duties, to monitor the alcoholic consumption of customers.
- To serve customers at the Noodle Bar.
- To carry out regular checks of all areas of the lounge to ensure professional image and follow up with maintenance works.
- Complete and maintain incident reports, daily activity reports, closing reports or other reports as requested by management.
- Match collected vouchers, credit card settlement report and cash with daily POS report, generate actual daily passenger report.
- Monitor, record and balance petty cash.
- Physical counts of collections and supporting document like vouchers, invitation cards, slips etc. to be recorded.
- Track and restore transaction problems and discrepancies, report issues/discrepancies with the various transaction portals.
- To be able to work as a team and assist other colleagues within different responsibilities

- To take initiative to identify areas for improvement and participate in continual improvement activities.
- To ensure that proper cleaning procedures are adhered to and personal protective equipment (PPE) worn at all times during shift and follow health and safety regulations as updated by the company.
- To undertake other jobs assigned by superior from time to time

### **Qualities & Requirements**

- Be smart serve certified
- Strong sense of customer service
- Communication and writing skills
- Ability to use computers and knowledge to work with Microsoft applications (Word, Excel, PowerPoint)
- Good organizational skills
- Positive attitude and self-motivated
- High sense of responsibility and attention to detail
- Ability to prioritize
- Problem solving ability
- Knowledge of Toronto Pearson Airport
- Physical strong
- Able to stand for long hours
- Able to lift up 50lbs baggage

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**Name**

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**Signature**

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**Date**