



## **Guest Services Team Member**

### **Overview**

Centre:	Pioneer Centre, Cleobury Mortimer
Position:	Guest Services Team Member
Reporting to:	General Manager
Hours:	37.5 hours, including evenings and weekends, on rota basis. Majority of shifts are either 7.30am – 3.30pm or 2.30pm to 10.00pm
Role Type:	Permanent, Full Time.
Main Purpose:	To be the customer face of the Pioneer Centre to all who come through our doors and to ensure efficient administration and communication of all guest requirements, prior to and during their stay to all departments across the centre.

### **Job Description**

1. To contact group organisers prior to arrival to discuss their requirements and ensure all departments receive the correct and relevant information. All information to be captured and recorded using the computerized booking system.
2. To meet group leaders on arrival and co-ordinate welcome talks, ensuring all groups are adequately briefed including emergency procedures, security arrangements and site details.
3. To coordinate and lead the weekly meeting to ensure each department receives the relevant information and run sheets for each group outlining the requirements for the week ahead.
4. To sign in visitors and prepare security badges etc for group leaders.
5. To ensure each group has their group file signed off, complete evaluation forms and to meet with group leaders on day of departure and discuss any relevant items and opportunities for re-booking and present any current offers or promotions that may be available.
6. To be responsible for issuing and receiving keys and maintaining key security.

7. To check the overnight security person at the end of the evening duties has the Duty Phone, complete with all relevant group information and also ensuring group rooming lists are displayed on the fire control board.
8. To act as Duty Manager as required.
9. To respond and give first aid when required to guests and staff.
10. To ensure venues are set prior to group arrivals and issue audio and projection equipment as required.
11. To ensure the reception desk is staffed and available for groups during their stay when on duty.
12. To assist in always maintaining a high standard of cleanliness and facilities in the reception area.
13. To support the operation of the shops through managing till and key security; cashing up tills; re-stocking, ordering and opening and serving in the shops if required.
14. To issue sports equipment and other resources to groups, collecting deposits and maintaining records.
15. To book and conduct site visits for potential and existing customers.
16. Ordering and stock management of stationery for the centre.
17. To open the centre at the beginning of the day following security procedures during the day and follow lock-up procedures at the end of the day.
18. To undertake other duties as requested by the General Manager / Head of Centre

The above serves only as a summary of the main duties and areas of work. Full job details are contained in the GST Training Manual.

## **Personal Specification**

### **Skills**

#### **Essential**

- Computer literate, including the use of MS office, Word and Excel
- Outlook mailbox
- Customer focused
- People person
- Excellent verbal and written communication skills.
- Good telephone manner.

#### **Desirable**

- Experience with a hotel booking / system
- Experience of Filing systems

### **Experience**

#### **Essential**

- Previous experience of working in a customer-oriented role.
- Previous customer service, including handling customer complaints.
- Handling money

#### **Desirable**

- Previous experience of working in a Residential / Outdoor centre / Hotel environment.
- Working with children

### **Education/ Qualifications**

#### **Essential**

- GCSE C or higher in Mathematics
- GCSE C or higher in English
- First aid certificate (or willingness to attend course)

#### **Desirable**

- Relevant NVQ qualification or equivalent.

## **Other**

### **Essential**

- Flexibility, can do attitude
- Pro active
- Multitasker
- A committee team player

### **Desirable**

- Ordering stock
- Stock rotation
- Process flow
- PDQ Card payments

**This job description and person specification was last reviewed January 2026 and may be subject to review at any time as deemed necessary.**