

Aurora

L O U N G E

CUSTOMER RELATIONS/GAMING HOST POSITIONS AVAILABLE

Ryde-Eastwood Leagues Club is a top-ranked club in NSW in the heart of West Ryde, with 160 staff, 3 dining outlets and an award-winning fitness facility. Located in the north west of Sydney, Ryde-Eastwood caters for around 35 000 members and is an enthusiastic supporter of local schools, sporting groups and charities. Check out our website www.releagues.com.au.

Our vision... "To create a place at the heart of our community for everyone to enjoy"

If we were to describe you, you would be observant, attentive, and efficient. You take pride in knowing our individual customers and what they want and need. There are multiple positions available for this role where you will be responsible for all-round 5-star service in our brand new "Aurora Lounge".

This role requires an energetic individual with a strong focus on customer service and who possesses a high level of integrity, personal motivation and initiative, ability to prioritise, attention to detail and cross-functional collaboration.

The ideal candidate will have:

- Minimum of 3 years' experience in customer service role
- Values driven, reliable, confident with a positive, willing attitude
- Natural leadership
- Excellent verbal and written communication skills
- The ability to effectively communicate with a diverse

- customer base
- Exceptional professional appearance
- Ability to thrive in a multi-tasking role, remaining cool under pressure
- Flexible with working hours - must be available nights, weekends and public holidays
- Intermediate computer skills
- Above average knowledge of hospitality operations
- Bi/multi lingual an advantage
- Confidentiality
- Experience dealing with service recovery
- RSA/RCG certification or willing to obtain

Some of what you'll be doing:

- Ambassador of our brand
- Providing exceptional experiences at every touchpoint
- Promoting of the loyalty program
- Provide an exceptional level of customer service for members and guests
- Be aware and actively promote Responsible Conduct of Gambling and Responsible Service of Alcohol
- Develop positive relationships with all customers by promoting increased visitation and membership
- Track, analyse and report on customer experience
- Promote all marketing initiatives

Please forward a cover letter with your resume and copies of relevant qualifications to:

Jo Luke, HR Manager
Ryde-Eastwood Leagues Club
Email: hraa@releagues.com.au

