



Kooljaman

at Cape Leveque

Kooljaman Reception

Job Title – *Guest Host/Tour Guide*

Department – *Guest Services*

Reports to – *Senior Accounts/Reception Supervisor*

Nature and scope of position

Furnish guests with above-and-beyond service to ensure a memorable and genuine experience. Proactively promote cultural tours, Kooljaman events and activities. Proactively engage guests with Bardi Jawi culture and understanding. Safely conduct and host guests on Tagalong, bespoke and premium tour experiences.

Responsibilities

- Plan and coordinate the provision of friendly, efficient services to guests.
- Ensure booked guests have appropriate information prior to commencing their tours.
- Ensure adequate provisions are stored correctly, on board and that vehicles are ready for use.
- Host guests on Tagalong tours, bespoke tours and complete transfers.
- Be aware of and promote all activities for guests, take bookings and liaise with tour operators
- Proactively market cultural opportunities, souvenir sales and local experiences
- Treat all guests – house, charter, day visitor, local people in a friendly and appropriate manner.
- Attend recreation activities, tours, information sessions when necessary.
- Assist with Community relationship building.
- Ensure the confidentiality of guest information.
- Register and direct guests to assigned accommodation; arrange transfers and support where required.
- Assist marketing and management where required.
- Ensure guest complaints are received respectfully and refer to management where unable to satisfy a guest's requirements to guest satisfaction.
- Maintain a clean licence West Australian licence with F class extension.
- Other duties as reasonably requested by management.

Being a tour guide is often physically demanding. During a tour, guides must be available at all times to answer questions and sort out problems. Manual work such as loading or unloading baggage or other equipment may be required.

Key Competencies

- Mature with excellent interpersonal skills
- Responsive, responsible able to work autonomously where required
- Respectful and accepting of different cultures
- Good organisational skills
- Excellent general knowledge of Australia and the Kimberley
- Excellent problem-solving skills and ability to think logically
- Excellent communication and negotiation skills
- Able to cope with high physical demands such as moderate physical activity in high temperatures
- 4wd proficient
- Calm, patient and respectful in dealing with difficult situations or/and clients whilst under pressure
- Able to prioritise and make good customer focussed decisions when faced with competing demands
- Excellent customer service skills
- Aware of cross selling with the ability to generate sales

To apply for this role please address the key competencies and detail your experience for this role.

Applications that do not address the key competencies will not be considered.

Due to our remote location, accommodation is limited. Preference will be given to applicants that are applying as a couple / travelling companions for multiple roles. Please note your partner/friend or travelling companion's name and the position they are applying for should you be applying as a couple. Please note – if you apply as a couple, you will be sharing a double or twin room onsite

Please see FAQ's on the Kooljaman website to answer any queries you may have prior to emailing for further information regarding this role.

Should you have further queries please email manager@kooljaman.com.au