

# Guest Service Agent Job Description

**Purpose:** To create 100% guest satisfaction by providing efficient and effective front desk service

**Customers/Constituents:**

- Guest
- Employees

**Indicators of success:**

- Achieving RevPar Goals
- Customer satisfaction and loyalty goals (Complaints per thousand, Commend cards, annual quality review)

**Areas of Responsibility:**

- Creates 100% guest satisfaction by providing fast and friendly genuine hospitality and by exceeding guest expectations
  - Gives personal attention, takes personal responsibility and uses teamwork when providing guest service
  - Listens, apologizes with empathy, finds a solution and follows through when resolving guest problems
  - Assumes the responsibility to notice when the guest is not satisfied and uses their best judgment as to when it is appropriate to use the 100% Guest Satisfaction Guarantee
  - Performs other duties as required to provide fast and friendly genuine hospitality
- Provides guests with assistance at the front desk during the check-in and check-out processes and throughout their stay.
  - Greets guest and processes hotel registration
  - Keeps current on hotel accommodations, services and area attractions
  - Responds to customer inquiries for information
  - Arranges for services requested by the guest by working with other departments as appropriate
  - Stays current with developments in the hotel by reviewing and updating the communication log
- Maximizes revenue and cash flow by promoting hotel services and adhering to credit and inventory control processes
  - Offers guests updated rooms and promotes hotel amenities, food and beverage outlets and services
  - Makes reservations in accordance with hotel's yield management practices
  - Processes customer credit at check-in in accordance with hotel policy
  - Identifies and records special billing instructions and notifies accounting
  - Obtains appropriate approvals and signatures
  - Follows hotel policy on cash banks

**Success Factors:**

**Focus on the Customer...** Seek to understand the guest, internal and external customer and meet and exceed the needs of both the customer and the company.

**Attention to detail...** Ensure that work is accurate, thorough and to the highest standards.

**Take Responsibility...** Demonstrate personal ownership of tasks and follow through to get the required results.

**Build Strong Relationships...** Foster trust and cooperation among coworkers, customers and suppliers; develop and sustain personal contact in order to provide mutual benefit.

**Foster Teamwork...** Work well in a team environment and motivate teams to sustain exceptional levels of performance.

**Communicate Effectively...** Clarify and provide information so that coworkers, customers, and suppliers understand and can take action.

**Technical Service Skills...** Demonstrate understanding of the technical service skills for assigned area (i.e. food & beverage service, housekeeping, etc.)

**Point of Sale...** Skilled in utilization of point of sale systems and/or other back-of the house systems.

**Upselling...** Know the available products and services and suggest alternatives.

**Reservations Process...** Understand the reservations process including the role of the Reservation Center, distribution channels and reservations flow.

**Physical Demands:**

- **100% Walking and Standing...** Required throughout the entire shift
- **100% continuously reach, bend, lift, carry, stoop and wipe...** Required throughout the entire shift. May lift and carry up to 50 pounds.
- **Hazards...** Include, but are not limited to cuts, slips, trips, falls and burns
- **Continuous use of keyboard and telephone...** required throughout the entire shift

Minimum Qualifications:

- Attention to detail
- Teamwork
- Communicated effectively
- Take responsibility
- Customer Service Skills
- Knowledge of products and services
- Computer Skills
- Cash Handling
- High School Diploma or GED required

**Hours: Must be able to work a flexible schedule between 7 am to 11 pm all week. Schedule varies due to business needs.**