



Title:	Guest Service Representative
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Reports to:	Front Office Manager / Assistant General Manager
Department:	Front Office
Classification:	Hourly Non-Exempt

Overview	
<p>Our service driven Guest Service Representative provides courteous, prompt service to our guests by answering the property's phones, making reservations, checking guests in/out and interacting with guests in a friendly and professional manner to create a memorable personalized experience.</p>	
Qualifications	<ul style="list-style-type: none"> ✓ Customer service experience ✓ Accurate cash handling experience ✓ Strong oral and written communication and interpersonal skills ✓ Strong attention to detail, organization, and follow-up abilities ✓ Ability to operate computer and office equipment ✓ Positive attitude, outgoing, friendly ✓ Desire to contribute to a supportive and effective team ✓ Ability to handle pressure with poise and finesse ✓ Ability to work effectively and efficiently in a fast-paced setting ✓ Professional image in dress and mannerisms ✓ Ability to be patient and creatively problem solve
Essential Job Functions	<ul style="list-style-type: none"> • Greets and interacts with guests in a warm, friendly, and professional manner to ensure 100% guest satisfaction • Uses property management system to make reservations, check-in and checkout guests, process payments, maintain cash drawer and operate office equipment • Operates PBX switchboard in an efficient and professional manner, answers phones calls, transfers calls and accurately sells rooms • Provides highest level of service by anticipating, listening attentively, and responding promptly to guests' requests and complaints to meet and exceed guest expectations

Guest Service Representative
Job Description

	<ul style="list-style-type: none"> • Quickly and empathetically responds to guest issues with resolutions that may require thinking "outside of the box" • Maintains the front desk area clean and neat by sanitizing surfaces and office equipment • Demonstrates the use of sales techniques to effectively sell the property and maximize occupancy and revenue • Performs all guest accounting functions according to established property operating procedures to ensure all guest accounts are complete and accurate • Demonstrates a working knowledge of all services and facilities of the property and local area • Complies with all property standard operating procedures • Understands and applies all required safety and security procedures to maintain a safe and secure environment for team members and guests • Records adequate information for group blocks to be reported to the appropriate management personnel
<p style="text-align: center;">Secondary Job Functions</p>	<ul style="list-style-type: none"> • Promptly reports work orders and safety issues to maintenance department • Processes necessary departmental reports • Works in cooperation with other departments to ensure a positive guest experience • Delivers amenities and general assistance to guests when requested • Stock the guest pantry (Suite Shop/Market) • Monitors building and responds to emergencies as needed, i.e., shutting off water valves, gas valves, fire alarms and operating other systems as required including elevators, fire extinguishers and securing building. • Clears snow and applies salt to entrance and sidewalks during winter months. • Performs additional duties as assigned by Front Office Manager, Assistant General Manager or General Manager
<p>Heavy physical workload and excessive bodily motions include but are not limited to:</p>	
<p style="text-align: center;">Physical Requirements</p>	<ul style="list-style-type: none"> ➤ Constant repetitive motion ➤ Continually able to lift, push, pull and carry up to 50lbs ➤ Constantly be able to stand in place for long periods of time ➤ Sporadically able to work in confined spaces ➤ Consistently use hands to grasp, control, move objects/tools ➤ See differences between colors and brightness ➤ See details of objects that are more than a few feet away

This position has exposure to environmental factors that include but are not limited to:	
Working Conditions and Environmental Factors	<ul style="list-style-type: none">➤ Able to tolerate exposure to dust and cleaning chemicals➤ Sporadically work in all areas of the property➤ Is subject to frequent interruptions and may need to reprioritize activities➤ Consistent communication with staff from other departments➤ Subject to the handling of and exposure to chemicals, detergents, and cleaners➤ Is subject to exposure to bloodborne pathogens

I hereby acknowledge my understanding of the job duties, tasks and requirements outlined in this job description and I acknowledge that I am able to perform the job responsibilities listed for this job description.

Team Member Name: _____

Date: _____

Team Member Signature: _____

Original: Team Member File
CC: Team Member