

## **JOB DESCRIPTION**

---

**JOB TITLE: Guest Service Agent**

**REPORTS TO: Front Desk Supervisors and Front Office Manager**

**STATUS: Non-Exempt - Hourly**

### **JOB SUMMARY:**

The Guest Service Agent is responsible for providing attentive, courteous service to all guests prior to arrival and throughout their stay, while maximizing room revenue and occupancy. Agents are also responsible for all reservation inquiries during their shift. Guest Service Agents are expected to actively develop excellent service skills in dealing with clients, guest and co-workers.

### **QUALIFICATION STANDARDS**

#### **Education & Experience:**

- High School diploma or equivalent.
- Excellent organization and time management skills.
- Ability to communicate clearly and effectively with customers, co-workers and managers.
- Knowledge of Microsoft Office, Internet and Property Management Systems
- Ability to work a flexible schedule, including weekends and holidays.
- All associates are required to satisfactorily complete a 90-day probationary period. This, however, does not guarantee immediate hire after the 90 probation completion.

#### **Physical Requirements:**

- Long hours may sometimes be required.
- Light work-Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Ability to stand during entire shift.

#### **Mental Requirements:**

- Must work well in stressful, high pressure situations.
- Must be effective at listening to, understanding, clarifying and resolving the concerns and issues raised by clients, guests and co-workers.
- Must be effective in handling problems in the workplace, including anticipating, preventing, identifying and solving problems as necessary.
- Must maintain composure and objectivity under pressure.
- Must be able to convey information and ideas clearly.
- Must be able to evaluate and select among alternative courses of action quickly and accurately.

## **DUTIES AND RESPONSIBILITIES**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

### **Service attitude and communication**

- Maintain high standards of personal appearance and grooming. Wear name tag when working.
- Maintain a professional and friendly demeanor at all times.
- Establish and maintain good communication and team work with fellow employees and other departments within the hotel.
- Must be always attentive, courteous and efficient in the dealings with the clients, guests, managers and all other employees.
- Demonstrate a genuine caring and a commitment to guest service.
- Greet and welcome all guests approaching the front desk in accordance with standards.

### **Guest Representative Responsibility**

- Greet guest-check them in and out with friendliness, speed and accuracy.
- Operate the front desk according to Management's specifications. Operate with accuracy the reservation system, check-in and checkout system and credit card system.
- Check registration (folio) cards for completeness, accuracy, and legibility.
- Maintain accurate cash drop reports. Responsible for cash drawer and ticket stock balancing.
- Operate the switchboard and disperse calls as required by your shift. Take guest messages and faxes with accuracy, always noting the date and time of message. Repeat message back to caller to assure the accuracy of the message. Use message light to tell guests that they have a message waiting.
- Know emergency procedures and how to respond.
- Keep all business confidential on and off duty. Never say a guest's room number out loud and never discuss any issues in front of the guest.
- Know room rate. Also know the amenities of the rooms so you can inform guests of what to expect in their rooms.
- Know the physical makeup of building-exterior and interior. Know where the closest attractions, shopping, convenience store and gas stations are.
- Be ready and happy to show guests a room. Inform guests of promotions.
- Do daily reports, audits correspondences etc. as required by your shift.
- Keep lobby and office area clean at all times,
- Set wake-up calls as dictated by your shift.
- Complete shift paperwork each shift
- If our hotel is full, check lodging availability at other hotels. Have ready the phone number, the location, and rates so you can give the guest as much information as possible. Call and secure other accommodations.
- Have a professional, positive image at all times and always smile! Hospitality is our business!

- Take and confirm credit cards for validity and acceptability. Never input a credit card manually, unless otherwise advised by Management.
- Know status of reservations on a daily and future basis as well as turn downs.
- Lock and secure area if leaving the front desk, even if it is for a moment!
- Report potential hazards to management. If a guest is injured, get appropriate medical attention, fill out the proper incident reports, inform the general manager and never admit fault.
- All calls must be answered in three (3) rings. All calls are to be answered in a “scripted” manner.
- This is not meant to be all inclusive, there may be additional duties assigned like laundry or cross-training of other hotel duties or other shift duties.
- Be ready to begin work at scheduled time. Punch in no earlier than 5 minutes before your shift.
- Take and record reservations with accuracy. Confirm as requested.
- Resolve guest complaints within your capacity. If needed, pass the information to the Management for further action.
- You are only permitted to clock yourself in. Only the general manager can make time card adjustments. You may not punch in any earlier than 5 minutes before the start of your shift.
- There is a specific dress code for the hotel. The general manager will review it with you. The dress code may include dark slacks and button-down shirt with a tie for men and a shirt and skirt/slacks for women. All nail polish and jewelry must be tasteful; earrings on men are not permitted when on duty. If a uniform is provided, the General Manager will review with you the care of it.

### **Reservations responsibilities**

- Answering potential guest inquiries, providing hotel and city information, as well as promoting the hotel amenities and special promotions
- Maintain updated knowledge of area attractions
- Maintain familiarity with room type and rates for FIT wholesale rates, special packages and promotions
- Maintain updated knowledge of guest room floor layout, location and room contents and special accessible rooms/facilities
- Process all new, canceled and modified reservations with details accuracy and efficiency
- Process all FIT wholesale within 24 hours and receiving original reservation request with efficiency and accuracy.
- Maintain working knowledge of direct bill accounts
- Process all group/convention, leisure transient, commercial and wholesale reservations with efficiency and accuracy.
- Process all special requests such as connecting rooms, preferred locations, crib, rollaway and other requests
- Ability to handle multiple tasks simultaneously and focus attention to detail. Must be guest oriented, display a positive attitude and act as a team player. Utilizes good listening skills; converses with telephone clients and other employees in a professional and courteous manner.
- Professionally represent the hotel while answering the calls and dealing with clients/guests
- Ability to work with other departments in coordinating reservations
- Ability to assist the Front Desk/Reservation Supervisors in any tasks assigned by them

## General Responsibility

- Comply at all times with standards and regulations to encourage safe and efficient hotel operations.
- Participate in all-employee meetings, events and other functions required by management.
- Be familiar with all policies and hotel rules, as well as hotel terminology.
- Develop full understanding of hotel amenities and services.
- Understand emergency procedures and be prepared to help when necessary.
- Ensure personal correct and accurate cash handling while at the front desk.
- Distribute or tabulate any work as outlined by management.
- Perform any other duties as requested by management.
- Maintain grab and go breakfast bags for guests.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THE JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMODATION.

---

Team Member Signature                      Date

---

General Manager Signature                      Date