



Job Description

GUEST SERVICES REPRESENTATIVE

Department: ROOMS DIVISION **FLSA Status:** HOURLY NON EXEMPT
Reports to: GUEST SERVICES MANAGER **Effective Date:** JANUARY 1, 2018

Job Title: GUEST SERVICES REPRESENTATIVE

SUMMARY

This Position ensures guest satisfaction and revenue optimization through check-in, check-out and the coordination of hotel services.

ESSENTIAL JOB FUNCTIONS

The position requires the ability to perform the following essential job functions, with or without reasonable accommodation:

- Executes prompt, courteous and accurate guest check-in and check-out.
- Addresses questions or problems pertaining to Hotel rooms and rates.
- Maintains room security by providing effective key control.
- Answers telephones and responds appropriately to requests.
- Ensures that customer mail and messages are delivered promptly.
- Promotes participation in frequent guest program, and guest satisfaction surveys.
- Responds to guest reservations requests.
- Communicates with other departments to ensure proper handling of guests and groups.
- Maintains contact with Reservation Service regarding requests for suites, special accommodations, etc.
- Follows room inventory and monetary controls.
- Handles cash, makes change and balances an assigned house bank. Accepts and records vouchers, traveler's checks, and other forms of payment. Counts cash and other methods of payment at the end of the shift to verify and balance the house bank.
- Handles any guest compliments or complaints and takes action deemed necessary.
- Participates in completing daily shift check list tasks.
- Assists other Guest Service associates where needed including bell, door, reservations and concierge duties.
- Maintains a clean lobby and organized reception desk.
- Attends all mandatory meetings.
- All other duties as assigned by Front Office Manager, and General Manager.
- Keeps immediate supervisor promptly and fully informed of all problems or matters of significance.
- Maintains safe working conditions within department and Hotel.
- Must have ability to remain calm and alert, especially during emergency and/or heavy hotel activity.
- At all times projects a favorable image of Northwest x Southern Hospitality to the public.

- Perform all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures including safety procedures and local, state and federal laws and regulations.

HOURS AND ATTENDANCE

- Up to 40 hours per week with varied and flexible shifts/days, likely to include nights, weekends, holidays and overtime.
- Regular and predictable attendance in conformance with the Hotel's standards, as may be established from time to time, is an essential job function. Team members with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

MARGINAL OR SUPPORTIVE FUNCTIONS

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

- Provide safety deposit boxes for guest by escorting them to the vault pulling the box from the vault and carrying it to the customer. File access slips in room order.

PHYSICAL AND MENTAL DEMANDS OF POSITION, INCLUDING ENVIRONMENT

The individual holding this position must be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities:

- Must be able to frequently move freely about the office, maintain manual dexterity to access computer via keyboard and operate office equipment, such as telephones, copiers, fax machine, computer systems etc.
- Must be able to frequently move freely about the hotel, including up and down stairs during shift and remain standing for extended periods.
- Must be able to effectively interface and communicate in English with public and other team members on a daily.
- Must exhibit positive interpersonal skills with focused attention to guest needs and varied business contacts.
- Hearing and visual ability to observe and detect signs of emergency situations and to access and accurately input information using a moderately complex computer system.
- Protection from weather but not necessarily changes in temperature.
- While performing the duties of this job, the team member is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The team member must occasionally lift or move office products and supplies, up to 25 pounds.
- There is substantial repetitive motion of the wrists, hands and fingers.
- OSHA laws require the use of Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.

KNOWLEDGE AND CRITICAL SKILLS

The individual holding this position must possess the following knowledge, skills and abilities:

- 1+ year's guest/customer service experience, and/or 1+ years Hotel experience preferred.
- Proof of authorization/eligibility to work in the United States, including High School Diploma or equivalent.
- 2 or 4-year college degree a plus.
- Basic mathematical skills and considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to listen effectively and to speak English clearly to communicate with customers and team members.
- Must have coordinating skills as pertains to determining time, place and sequence of operations or action.
- Ability to analyze information and make effective judgments.
- All team members must maintain a neat, clean and well-groomed appearance (specific standards available).

Upon employment, all team members are required to fully comply with the Hotel's rules and regulations for the safe and efficient operation of Hotel facilities. Team Members who violate Hotel rules and regulations may be subject to disciplinary action, up to and including termination of employment.

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.

I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth:

TEAM MEMBER SIGNATURE

DATE