

Job Description

Guest Service Representative

Primary Responsibility:

- Create outstanding guest experience by remembering that to do so is to deliver this company's primary product to its customers
- Assure outstanding staff experiences by treating co-workers and their work environment with respect
- Use outstanding business practices by achieving standards as provided by your supervisors, the company and the owners of the hotel
- Contribute to the long term success of this hotel by performing tasks that lead to profitability
- Facilitate the flow of information through the front desk as it relates to the sale of clean comfortable accommodations, friendly service to our guest and a overall positive hotel experience by our guests.

Reports to the following:

- Front Desk Lead
- Asst. General Manager
- General Manager
- Hotel Owners

Other responsibilities and job duties are as follows:

- Report to work on time, well groomed, in uniform, with name tag, ready to work and wearing a smile
- Provide assistance and courtesy as needed to guest and staff, reinforcing the company policy of a friendly, clean and comfortable hotel.
- Maintain a away from home atmosphere in the public areas of the hotel and at the front desk
- Meet all guests with a sincere smile and greeting
- Keep noise to a minimum throughout the hotel to ensure a positive guest experience
- Observes practices that foster guest satisfaction
- Ability to deal with difficult guests

Safety:

- Observe strictly all safety and security policies or practices that impact the welfare of guests, staff or the condition of the lodging facility
- Observe strictly the Lodges key control procedures
- Report suspicious activity to supervisor or law enforcement
- Remedy or report safety or security hazards when observed

- Reinforce guests sense of safety and security by performing tasks in a confident and competent manner
- Ask questions when in doubt about a policy, procedure, or situation

General:

- Be responsible for the condition and inventory of supplies in the public areas and front desk area
- Be responsible for the condition of computers and other equipment.
- Perform other duties as assigned
- Sell guestrooms at appropriate rates and process reservations
- Greet and interact with guests via phone or e-mail
- Keep records of guests financial activity, including but not limited to registration, departures, room charges, any other additional charges incurred by the guest during their stay
- Prepare and present coffee and breakfast items for guest consumption (night audit & am shift)
- Perform job duties efficiently and within labor guidelines as provided by your supervisor
- Report and document items left behind by departing guests
- Ability to transport luggage up stairs for guests on occasion
- Performing check-in and check-out functions with courtesy, speed and accuracy
- Maintain accountability for paperwork performed during assigned shifts
- Complete paperwork legibly, thoroughly and accurately
- Maintain accountability for your cash bank, cash receipts, and shift deposit
- Process credit card transactions
- Inventory and secure guestrooms and common area access keys
- Operate the hotels telephone system answering calls, transferring calls and taking messages
- Offer, record and deliver wake-up calls
- Record business related events in the hotel log book at the front desk
- Be aware of and prepare to implement emergency procedures, such as power outages, wild fires or other emergencies that require specific procedures be followed.
- Demonstrate knowledge of room rates, and revenue maximization strategies such as up selling and asking for the sale
- Ability to give or provide directions to the guest to the areas of the Lodge, and to local attractions and businesses
- Assist in the coordination of housekeeping, maintenance and laundry activities
- Wash interior and exterior of doors
- Perform minor maintenance tasks such as tightening on toilet seats, handles, door knobs etc
- Report and document other maintenance and safety concerns
- Fill out maintenance requests
- Clean and prepare cribs and rollaway beds for storage or use
- Clean interior common areas after housekeeping has left for the day
- Pick up interior and exterior litter, empty common trash containers
- Vacuum/sweep public areas as needed

Essential equipment skills required:

- Property Management system (computer)
- Common computer software programs, such as MS excel, publisher, Outlook, word
- Calculator
- Credit Card processing
- Telephone system
- Fire alarm system
- Fire Extinguishers
- Cordless phone
- Guest room telephones
- Guest room Televisions
- Guest room HVAC system
- Guest room door locks
- Utility shut offs
- Coffee Maker, Microwave
- Time clock
- Electronic key maker
- Ozone style air cleaner
- Dehumidifier
- Vacuum cleaner
- Guest room alarm clock
- Commercial laundry washer
- Commercial laundry dryer
- Housekeeping cart
- Brooms, mops, snow shovels
- Simple hand tools

Environmental Hazards:

- Allergic reactions could result from various detergents, solvents, cleaners, photocopy toners, ozone,, latex or insecticides/herbicides
- Personal protective equipment including safety glasses/goggles, rubber gloves, and facialmask will be provided if needed.

Typical physical activity :

- Speaking
- Reading
- Hearing/Listening
- Standing for long periods of time
- Walking
- Climbing stairs
- Writing

- Repetitive motion
- Sustained visual concentration
- Sustained mental concentration
- Pushing, pulling and bending
- Stooping, kneeling and crouching
- Lifting and carrying
- Able to lift at least 50lbs
- Reaching overhead
- Sitting

Acknowledgement, I have read this job description and fully understand the responsibilities and job duties. I am able to perform all of the job functions as outlined in this job description.

Employees Name _____

Employee Signature _____

Date: _____