



GUEST SERVICES

Position: Guest Service Agent | Pay: \$7.95 - \$10.00 per hour | Type: Full-Time (seasonal)

Purpose: Front-desk jobs often require good customer relations skills. The front-desk person is the first impression for a company, whether by phone or in person. A friendly and professional tone and actions are vital in this role. Must have a personable, helpful, and professional image.

Duties:

- Welcome and acknowledge guests according to company standards; anticipate and address guests' service needs; 5 foot rule.
- Process all guest check-ins, check-outs, and late check in request. Supply guest with resort and area information.
- Run and check daily reports to prepare for guest arrival.
- Up sell guest where possible to maximize resort revenue.
- Ensure rates match market codes, guest information is complete, rental agreement signed, and payment received.
- Coordinate with Housekeeping to track room status and guest concerns.
- File guest paperwork or documentation.
- Operate telephone switchboard calls and transfer to appropriate employees. Answer, record and process all guest questions or concerns; follow up to ensure each guests' satisfaction.
- Count and secure bank at beginning and end of shift. Process all payment types, vouchers, gift certificates
- May routinely book guest reservations for individuals and/or groups that are requested either by phone; process cancellations, revisions, and information updates on changes.
- Log all lost and found items in system. Mail items out to guest in a timely manner.
- Promote team work and quality service through daily communications and coordination with other departments.
- Notify security of any injuries, or theft immediately.
- Perform other duties assigned.
- Weekend and Holiday required

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Education: High School or equivalent.

COMPETENCIES:

- Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication - Writes clearly and informatively; Able to read and interpret written information.
- Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Demonstrates persistence and overcomes obstacles.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Uniform Required:

Knee length black skirt or pants, neatly pressed and buttoned solid white shirt are permitted for both men and women. Women can wear sweaters, cleavage is not business appropriate (despite what you see in the media). Polo/golf shirts, unwrinkled, tucked in at all times. Only top button can be unbuttoned. Black shoes; no sandals or flip flops. This may not seem like terribly exciting attire, but you are not trying to stand out for your cutting edge look, but for your good judgment in a business environment.

To apply for this position please complete the online employment application.