

Job Description

Title: Guest Services / Host

Reports to: Hotel Manager

Summary of Position:

Responsible for providing quality guest service as it pertains to checking in/out of hotel guests; PBX operations to include mail/message service; taking hotel reservations; and concierge services in a gracious and professional manner. Demand accuracy with daily accounting procedures.

Duties & Responsibilities:

- Check-in and check-out hotel guests in a confident, professional, and friendly manner.
- Initiate courtesy call after check-in to ensure guest is satisfied with accommodations as well as offer any assistance.
- Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
- Provide gracious and efficient telephone service as it relates to general PBX services. Calls should be answered promptly and knowledgeably, always ensuring complete and accurate information.
- Review arrivals noting special requests and blocking rooms as necessary for VIP and group arrivals.
- Complete all items as listed on shift checklists.
- Bucket checks to be performed by each shift to verify data as it pertains to: 1. Guest name, 2. Guest address, 3. Room rate, 4. Date of departure, 5. Number of guests in room, and 6. credit card imprint.
- Ensure proper credit card procedures are followed at all times to include credit card imprint and guest signature on registration slip.
- Adhere to all cashing procedures: open, secure and balance out shift banks to include the verification of all cash, credit card, and check transactions during a given shift.
- Issue guest safety deposit boxes as requested.
- Advise guest of any messages, mail, faxes, etc. received for them.
- Communicate service and amenities of the hotel to guests.
- Communicate VIP arrivals to designated personnel for escort and delivery of amenities.
- Take, record and relay messages accurately, completely and legibly.
- Offer detailed information on the voice mail system to callers and guests wishing to leave messages.
- Accept and record wake-up call requests.

- Communicate pertinent guest information to designated departments/personnel (i.e., special requests, amenity deliver).
- Meet with departing Front Desk Host to review business status, log-book and follow-up items.
- Provide Concierge service - fluent knowledge of local restaurants, special events, city attractions, and guest amenities.
- Knowledgeable of hotel fire and emergency procedures.
- Keep the front desk as well as lobby areas clean and well organized.
- Assist with reservations calls in a professional manner.
- Legibly document maintenance needs in front desk log and submit to Manager.
- Develop relationships with local service providers: bonded baby-sitters, florists, beauty shops, etc.
- Maintain complete knowledge at all times of:
 - a. *all hotel features/services, hours of operation.*
 - b. *all room types, numbers, layout, décor, appointments and location.*
 - c. *all room rates, special packages and promotions.*
 - d. *daily house count and expected arrivals/departures.*
 - e. *room availability status for any given day.*
 - f. *scheduled daily group activities.*
- Complete final manual postings for all miscellaneous income departments.
- Balance all miscellaneous income departments against vouchers, tape totals, and property management system totals.
- Complete a Room Rate Exceptions report to determine any and all inappropriate rates.
- Initiate Night Audit process in the Property Management system.
- Prepare all next day guest reservations arrivals Check in slips.
- Prepare all management reports for hotel management.
- Prepare appropriate housekeeping reports for next business day.
- Perform research on credit card charge-backs as directed by hotel management
- Complete Travel Agent commission check runs as directed by hotel management.
- Set dining room for breakfast.
- Prepare and serve breakfast
- Clean and store food and beverage items from breakfast
- Clean kitchen, including sweeping, mopping and cleaning counters
- Clean public areas
- Sweep porch

Qualifications:

- At least 6 months experience in a similar capacity.
- Be able to work in a standing position for long periods of time (up to 5 hours).
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with a minimum of supervision.
- Ability to satisfactorily communicate in English (speak, read, write) with guests, co-workers and management to their understanding.
- Ability to accurately compute and manipulate mathematical calculations.

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact, and diplomacy to defuse anger.
- Ability to work well under pressure of check-in/check-out of guests and handle multiple tasks at once.
- Ability to grasp, bend, and stoop; push or pull heavy loads weighing up to 75 lbs.; and lift and/or carry or otherwise move packages, boxes, and luggage.
- Punctuality and regular and reliable attendance.
- Honesty and Integrity

By signing this document, I acknowledge that I fully understand my job duties and will carry them out as assigned.

Print Name: _____

Signature: _____ Date _____