

Job Description

Title: Guest Services Representative

Reports to: Hotel Manager

Summary of Position:

Responsible for providing quality guest service as it pertains to checking in/out of hotel guests; handle phone calls/message service; taking hotel reservations; and concierge services in a gracious and professional manner. Demands accuracy with daily accounting procedures.

Duties & Responsibilities:

- Check-in and check-out hotel guests in a confident, professional, and friendly manner.
- Ensure guest is satisfied with accommodations and 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. 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.
- Tasks 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 cashiering procedures: open, secure and balance out shift banks to include the verification of all cash, credit card, and check transactions during a given shift.
- Advise guest of any messages, mail, faxes, etc. received for them.
- Communicate service and amenities of the hotel to guests.
- Take, record and relay messages accurately, completely and legibly.
- 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 during shift change 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.
- Knowledge of hotel fire and emergency procedures.
- Keep the front desk as well as lobby areas clean and well organized.
- Respond to reservation calls in a professional manner.
- Document maintenance needs in property management system.
- 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.*
- Initiate Night Audit process in the Property Management system.
- Prepare all guest reservations arrivals Check in sheets.
- Prepare all management reports for hotel management.
- Prepare appropriate housekeeping reports for next business day.
- Assist breakfast attendant with breakfast, as needed.
- Clean and store food and beverage items from breakfast, when needed
- Assist with cleaning public areas, as needed

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 _____

Tallman Hotel

Guest Services Host