



**Position Title:** Guest Service Agent

**Reports To:** Manager of Guest Services & Front Office Manager

**Scope of Position:** Guest Service agents are responsible for the guest registration process and communication of hotel services and promotions. This highly visible role gives opportunity for casual conversation and has a direct impact on creating the guest experience. Other duties may include processing forms of payment and responding to guest inquires.

**Responsibilities:**

- ◆ Greets and completes established check-in procedures for arriving guests on a daily basis, using computerized methods, in order to ensure guest are satisfied in rooms as requested.
- ◆ Facilitates guest departure (check-out) on a daily basis by following established manual and computer procedures in order to close guest accounts and open the room for the next sell.
- ◆ Manage a float, cash, credit card transactions in order to present the client with timely and precise hotel charges upon check out.
- ◆ Maintains good customer relations by keeping informed of all in house and area functions in order to answer questions and concerns with knowledgeable responses.
- ◆ Maintains a friendly, cheerful and courteous demeanor at all times.
- ◆ Perform other duties as assigned by management.

**Key Working Relationships:**

- ◆ Customers: Daily Basis
- ◆ Reservations Department: Daily Basis
- ◆ Concierge Department: Daily Basis
- ◆ F&B Outlets: Daily Basis
- ◆ Dining Reservations: Daily Basis
- ◆ Spa: Daily Basis
- ◆ Housekeeping: Daily Basis
- ◆ Sales and Conferences: Daily Basis
- ◆ Accounting: Daily Basis
- ◆ Engineering: Daily Basis
- ◆ Security: Daily Basis

**Problem Solving (technical):**

- ◆ Use of multiple computers: Daily Basis
- ◆ Adjusting, updating and correcting accounts: Daily Basis
- ◆ Answering incoming calls and transferring calls to appropriate dept.: Daily Basis

**Problem Solving (interpersonal):**

- ◆ Dealing with and interpreting guest requests: Daily Basis
- ◆ Dealing with and interpreting guests complaints: Daily Basis
- ◆ Working with all depts. to ensure all guest requests are met: Daily Basis

**Decision Making: (final approval)**

- ◆ No final approval

**Financial & Measurement Data:**

- ◆ Servicing guest within time guidelines specified by AAA 4 diamond standards.
- ◆ Ensure float is balanced at the end of a shift.

**Education:**

- ◆ Post Secondary Degree or Diploma in hospitality an asset
- ◆ Grade 12 or equivalent a minimum
- ◆ Second language an asset

**Other Key Skills:**

- ◆ Excellent communication and organizational skills
- ◆ Attention to detail
- ◆ Ability to multi task
- ◆ Problem solving skills
- ◆ Time management skills
- ◆ Excellent customer service skills

**Experience:**

- ◆ Previous front desk experience preferred
- ◆ Ability to handle stressful situations in a calm and professional manner

**Supervisory Responsibility:**

- ◆ Number of subordinates directly supervised: 0
- ◆ Number of subordinates indirectly supervised: 0