

Please Sign

Position Guest Service Representative

Reports to General Manager

Job Summary

Responds to and services the guest's needs. Conducts friendly, knowledgeable conversation in the interest of selling the hotel. Is the communications and information center for guests, fellow employees, vendors and other outside business representatives including Hampton Inn and RK Hospitality. Performs a variety of clerical duties including basic computer work and simple accounting tasks.

Responsibilities

- Complete knowledge of all hotel systems including phone system, Onity Key system, ONQ and ONQ training system
- Complete all tasks described on the relevant shift check list during shift
- Knowledge of fire alarm system and evacuation procedure
- Checking the credit and high balance of guest accounts daily and follows up if action is required
- Must have knowledge of surrounding area
- Must be responsible for security of guests, fellow employees and hotel assets
- Must perform any other required duties as requested by the General Manager to aid in better operations of the hotel and service to the guests.
- Keep cash drawer secure and in balance throughout the shift
- Communicate with housekeeping department in order to ensure an ample supply of clean rooms for our guests
- Sell and up sell rooms to walk ins and phone reservation
- Know and adhere to Hilton/Hampton Inn Standards
- General Knowledge of housekeeping
- Maintain a clean and attractive work area, uniform and person
- Maintain a constant goal of 100% occupancy and 100% guest satisfaction
- Must have good telephone skills
- Must have patience and understanding for every person that is encountered
- All duties must be carried out in a safe manner
- Be flexible and adaptable to the changes that will occur to your job
- Employee must treat everyone with dignity and respect
- Keep confidential the business functions of the company including, but not limited to, financial status, customer/guest information, employee issues, etc.
- Perform any other tasks as required by management to promote best practices for guest, team and company

Necessary Skills

- Have dependable transportation available
- Must be able to communicate effectively by writing, telephone and personal meeting situations
- Must have an outgoing personality
- Must be able to work a flexible schedule
- Must be organized
- Must be honest and work well with others
- Must have good cash handling skills and be able to make change

Physical Requirements

- Stand/walk on feet for 8 hours and work in a restrictive space/environment
- Must have eyesight enabling vision both near and far
- Finger dexterity to type, to write and work on a computer
- Must speak in a clear, understandable voice and hear at a basic level and understand English
- Must be able to bend, stretch arms overhead and lift and/or carry up to 20 pounds



Signature

10/30/2017

Date