

Job Description

Position: Guest Services Agent

Reporting To: Hotel Manager

Position Summary:

Reporting to the Hotel Manager, the Guest Services Agent is responsible for assisting with the daily supervision of the front desk, dining room and housekeeping operations. In addition, he/she will work with the manager and other staff to ensure that the front operations are managed at an optimal level.

Duties and Responsibilities:

Although the Hotel Manager is ultimately responsible, the Guest Services Agent is responsible for supporting the front desk, the dining room and housekeeping services. Coordination of staff is required to ensure that guests experience a superior stay.

- Effectively organize and assist with hotel office duties including all filing (reservations, bookings, lease information, invoices, statements etc.), ordering adequate office supplies, preparing and sending customer invoices and basic office procedures;
- Assists with assigning duties and responsibilities to the Housekeeping Supervisor to ensure daily and monthly deadlines are met;
- Manage the reservation system;
- Conduct day end closing procedures. Report all shortages or reconciliation issues with Hotel Manager;
- Process all incoming and outgoing transfers, invoices and charges;
- Ensure optimal customer relations by responding effectively to customer requests;
- Assist with organizing payroll records including timesheets, schedules and related payroll files and employee records;
- Discuss reservation information to the Hotel Manager at least weekly but whenever a significant change occurs;
- Ensure that the office and general workplace meets the highest of standards for cleanliness and organization. Delegate clean-up activities as required;
- Ensure excellent service to customers entering the restaurant;
- As required, assist with restaurant operations including serving guests, cleaning tables, etc;
- Respond to customer questions and issues, and advise the Hotel Manager of any issues s/he is not able to respond to, ensuring customer satisfaction.
- Ensure that the restaurant and hotel operates in a professional manner at all times and that all regulations and legislated standards are adhered to;
- Perform other duties as required so as to ensure the effective operation of the co-operative;

Qualifications:

- Demonstrated knowledge and experience in customer service;
- Proficient in application software – ideally Microsoft Office and POS;
- Ability to operate cash register;
- Basic mathematical skills in adding sales, giving changes, etc;
- Strong customer service skills in greeting customers, determining service expectations and recommending promotions to increase sales;

- Ability to communicate effectively, verbally and in writing in a cross-cultural setting;
- Strong organizational skills;
- Superior interpersonal skills as well as the ability to work independently and as part of a team;
- Solid understanding of co-operative principles and philosophies;