



JOB DESCRIPTION WORK AND TRAVEL 2023-2024



Job Title: Guest Services
Department: Guest Services
Reports To: Guest Services Manager

SUMMARY

The primary duties of the guest service representative are to assist guests with check-in & check-out processes, provide guests with hotel services information, and accommodate guests during their stay in an attentive, courteous and friendly manner.

DUTIES AND RESPONSIBILITIES

- Strong communication and customer service skills.
- Greet and walk guests to the resort.
- Ability to stand for long periods of time.
- Communicate with guests politely concerning waiting times and other various information about the place.
- Ability to calmly deal with high pressure situations.
- Keep adequate communication with team members and management to maintain flow and organization of front of house.
- Any additional task as assigned by management

QUALIFICATIONS

Good English is required.

WORK ENVIRONMENT

Work environment can be fast paced with moderate noise levels.

PHYSICAL DEMANDS

Must be dependable, hard-working, friendly, and a very trustworthy and honest individual. Positions require attention to detail, punctuality, and a great service attitude & team spirit. Flexible to help in other positions as requested. Additional tasks as requested by management.

