

GUEST SERVICE REPRESENTATIVE

Job Code: GSR	Division:
Branch:	Department: GUEST SERVICES
Reports To: GUEST SERVICES MANAGER/ASSISTANT GENERAL MANAGER	Pay Grade:
FLSA Status: Non-Exempt	Employee Type: FULL TIME
Prepared By: Dan Waller	Date Prepared: 05/17/2013
Approved By: Dan Waller	Date Approved: 05/17/2013

Summary

At Schahet Hotels we want our guests to relax and be themselves which means we need you to:
Be you by being natural, professional and personable in the way you are with people
Get ready by taking notice and using your knowledge so that you are prepared for anything
Show you care by being thoughtful in the way you welcome and connect with guests
Take action by showing initiative, taking ownership and going the extra mile
Treat all others with Respect, treating guests and fellow associates the way you want to be treated
Demonstrate Integrity in all you do. Seek to always do the right thing, whether working in a group, team, or alone.
Always be at the Service of our guest as well as fellow associates or managers. We believe that Service is making the reach to help or be of Service to all.
Celebrate successes. Show Excitement in your work, the way you smile and greet others, the good news of others successes or awards. Participate in group and team activities either by your active support and participation or by your presence in the group.

Essential Duties & Responsibilities

Greet all guests in a friendly, professional and courteous manner.
Check Guest in/out using Brand and Schahet Hotels Standard Operating Procedures
Answer questions and give directions.

Answer phones and make reservations.
Post charges to guest's folios, print, adjust, and complete all transactions necessary for Guests.

Other Duties

A Shift

1. Counting the cash drawer
2. Arranging valet laundry pickup
3. Review and follow up on information posted in Passdown Log or Guest Services Follow-up Log
4. Completion of any remaining wake-up calls (manually contact guest at the designated wake-up call time)
5. Review daily View Totals
6. Complete call around report
7. Print downtime reports
8. Check credit card status report and follow-up when needed
9. Check the high balance report and follow-up when needed
10. Check on meeting room needs (post charges, confirm methods of payment, verify if meeting room guests need additional service)
11. Work with housekeeping to confirm due outs, room changes, or discrepancies
12. Run CRM (use this tool to prepare key packets and give list to housekeeping for snack/water services for HHonors)
13. Block Arrival
14. Prepare Key Packets
15. Complete bucket check
16. Deliver faxes received for guests or personnel
17. Order USA Today's
18. Check Lodgenet to make sure any adjustments made in OnQ match Lodgenet
19. Complete Courtesy Calls for any guests that arrived during your shift
20. Prepare the breakfast kiosk for the following day
21. Run the trace report
22. Complete the disabled log
23. Complete 2 thank you cards

24. Keep area stocked/cleaned
25. Complete cash balancing again at end of shift
26. Communicate with B shift

B Shift

1. Counting the cash drawer
2. Review and follow up on information posted in Pass down Log or Guest Services Follow-up Log
3. Review daily View Totals
4. Bake Cookies & Refresh Coffee
5. Work with housekeeping to verify any remaining due outs, room changes, or discrepancies
6. Complete call around report
7. Print downtime reports
8. Check credit card status report and follow-up when needed
9. Check the high balance report and follow-up when needed
10. Log any reported issues on the Guest Services Follow-up log. Follow-up on issues when you can, and prepare details for the following morning's shift to take care of (if issue could not be resolved by you)
11. When valet laundry arrives, post charges to correct account, and deliver
12. Check the pool area to make sure it is clean and hazard free
13. Complete courtesy calls for any guests that arrived during your shift
14. Complete bucket check
15. Complete wake-up call log
16. Complete disabled log
17. Complete 2 thank you cards
18. Deliver faxes received for guests or personnel
19. CRM Recovery – deliver hand-written notes and gift bags to guests who experiences problems (when needed)
20. Meeting Room Closeout – check on the status of the day's meeting rooms, make sure charges were posted and payment was received. Make sure that meeting needs are prepared for anything scheduled to arrive during your shift
21. Check Lodgenet to make sure any adjustments made in OnQ match Lodgenet
22. Run the trace report
23. Run the local tracking report to check for missing company names or incorrect information – and contact the guests before 9pm to make any corrections
24. Keep area stocked/cleaned
25. Complete cash balancing again at end of shift
26. Communicate with C-Shift/Audit

Qualifications

Must be able to handle cash transactions without issues. They would need to be able to follow the items listed on their checklist in an organized fashion – and have no issues in completing each task within the time allotted on their shift. They would need to exhibit professional conversations skills when dealing with guests, and telephone calls (i.e. reservations, wake-up calls, any situations in which they represent the hotel over the telephone) – but should have an upbeat, helpful attitude in order to generate a memorable check-in experience for the guests. They must be able to use “common sense” when analyzing the View Totals in order to properly convey their needs to housekeeping and any other departments that may be affected by the daily availability. Must be confident enough to contact guests in regards to declined credit cards or high balances. Must be willing to offer Ultimate Customer Service when dealing with guests using our hotel for overnight stays and meeting room needs. Must be steady and dependable since they spend a lot of their time working without manager supervision.

Supervisory Responsibilities

Supervises the Guest Experience.

Physical Demands

Must be able to walk, speak, hear, and see. May need to do light physical activity as called upon such as mopping vacuuming, setting up receptions and taking out trash.

A reasonable accommodation may be made to assist persons with disabilities

Training

Must complete all training by Brand and Corporate office within the prescribed timeframe and accepted standard

Decision Making

May make any common sense decision to insure guest satisfaction. GSR is empowered to handle guest complaints in a professional and friendly manner. GSR is required to justify decision made. The GSR may not sign any contract, agreement of any kind and has no authority to contract the hotel or corporation to any purchase or service with any third party.

Financial Responsibilities

Maintain cash, credit cards and all assets of the property and guest and be accountable for all actions.

Counting of cash drawers upon arrival and departure and make deposits as policy directs.

Communication

Must be able to communicate effectively and professionally in English both Oral and written with guests, fellow associates and management.

Must be able to use a computer, Microsoft office, emails.

Results of Action

Happy Guests

Equipment Used

Computer, Copier, Scanner, fax, two-way radio, telephone, projectors and other office equipment as necessary for the job.

Work Environment

Hospitality, Friendly, neat, professional. Positive attitude.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

Employee's Signature

Date

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